



# INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2021-2023

COURTS IN  
PIMA  
COUNTY



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## INTRODUCTION

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This is a three-year information technology strategic plan for the courts in Pima County covering the period from January 2019 through June 2023. It was created as an update to the FY20-FY22 plan submitted in March 2019.

The courts in Pima County are composed of the following:

<b>Superior Court</b>
<b>Clerk of the Court</b>
<b>Juvenile Court</b>
<b>Pima County Consolidated Justice Court</b>
<b>Tucson City Court</b>
<b>Ajo Justice Court</b>
<b>Green Valley Justice Court</b>
<b>Marana Municipal Court</b>
<b>Oro Valley Magistrate Court</b>
<b>Sahuarita Municipal Court</b>
<b>South Tucson City Court</b>

The Presiding Judge of the Superior Court provides broad administrative direction to the courts of the county. Each court also works closely with its local funding agency, which is county government for Superior, Juvenile and Justice Courts and city government for municipal or magistrate courts.

Automation for the county's smaller courts is primarily centralized with the Administrative Office of the Courts. Superior Court (including Juvenile), the Consolidated Justice Court and Tucson Municipal Court (now an AJACS user) function on their own systems. The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
  - Court Automation Coordinating Committee,
  - Probation Automation Coordination Committee, and
  - The Technical Advisory Council.
- The JOLTSaz Statewide Dependency and Delinquency Users' Groups; and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, as well as Code Standardization and Caseflow Managers Groups.

## A. PLANNING METHOD AND PARTICIPANTS

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As a result of changes authorized by the Commission on Technology, limited jurisdiction courts in the county have been excluded from the Superior Court Plan development process. Pima Consolidated Justice Court (PCCJC) now submits its plan directly to the Administrative Office of the Courts. That plan will appear as an attachment to this document once published.

This section outlines the participants and processes that contributed to formulating the Information Technology Plan for the Pima Superior Court, Juvenile Court, and Clerk of the Court.

Participants included:

PIMA SUPERIOR COURT, JUVENILE COURT, AND CLERK OF THE COURT	
Name	Title
Ron Overholt	Court Administrator: Superior Court in Pima County
Cassandra Urias	Deputy Court Administrator: Pima County Superior Court
Tina Mattison	Deputy Court Administrator: Pima County Juvenile Court
Laura Bergan	Director, Information Technology: Superior Court in Pima County
Dean Hammel	Assistant Director, Information Technology Application Development: Superior Court in Pima County
Cody Meabon	Assistant Director, Information Technology Infrastructure: Superior Court in Pima County
Hon. Gary Harrison	Clerk of the Court: Superior Court in Pima County
Sean Abrigo	Director, Information Technology: Pima County Clerk of Superior Court

## B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES

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### B.1 JUDICIAL BRANCH STATEWIDE AGENDA

The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

The complete strategic plan is available at:  
<https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

## B.2 LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The court has identified additional strategic business goals, initiatives, and pressures. Applicable information technology initiatives or projects have been aligned with them as follows:

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
<b>Superior Court and Juvenile Court</b>	Continued execution of the details of the Operational and Transitional Plan.  Initiatives support: <i>Promoting Access to Justice;</i> <i>Protecting Children, Families, and Communities;</i> <i>Promoting Judicial Branch Excellence and Innovation;</i> <i>Enhancing Professionalism within Arizona's Courts; and</i> <i>Promoting Public Trust and Confidence</i>	Implement action items as approved and as priorities permit. Topic areas include:  1) Employee development and satisfaction;  2) Modernize and ensure safe courthouse facilities;  3) Provide better access and services to the public;  4) Case flow management, court processes, and efficient operations;  5) Improve public trust, understanding, and external relations.  ITSD supports the work of action teams, and implementations when needed, as elements of the Operational and Transitional plan are executed.



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<b>Superior Court and Juvenile Court</b>	<p>In a joint effort with the Clerk, further develop Agave as an all-in-one case management and document preparation/distribution system.</p> <p>Initiatives support:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Promoting Judicial Branch Excellence and Innovation; and</i></p> <p><i>Promoting Public Trust and Confidence</i></p>	<p>Continued focus will be placed on maintaining and enhancing Agave based upon the needs of the court. This will include building a mental health module to meet Mental Health Court Standards and implementing new CCI mapping that meets State standardization requirements in support of state-wide initiatives.</p>
<b>Superior Court and Juvenile Court</b>	<p>Improve access to case information, scheduling and case time standard information to enhance the decision-making process for judges.</p> <p>Initiative supports:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Promoting Judicial Branch Excellence and Innovation; and</i></p> <p><i>Promoting Public Trust and Confidence</i></p>	<p>Complete aiSmartBench upgrade to Version 9.6 and include integration with a locally-developed calendar-styled dashboard that leverages Agave data and incorporates case time standard data (J-bench).</p> <p>Develop judicial dashboards focused on providing Agave case data in a time standards format to assist judicial data-driven decision making.</p>
<b>Superior Court and Juvenile Court</b>	<p>Improve Court document management and workflow automation.</p> <p><i>Promoting Judicial Branch Excellence and Innovation; and</i></p> <p><i>Enhancing Professionalism within Arizona's Courts</i></p>	<p>Evaluate the implementation of the Judicial Branch OnBase document management platform to provide efficiencies for court staff documents. For example, Probation, Case Management and Pretrial.</p>
<b>Superior Court and Juvenile Court</b>	<p>Continue to improve the level of services to <i>self-represented</i> litigants to enhance their access to legal processes by improving forms and online capability.</p> <p>Initiatives support:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Enhancing Professionalism within Arizona's Courts;</i></p> <p><i>Protecting Children, Families, and Communities;</i></p> <p><i>Promoting Judicial Branch Excellence and Innovation; and</i></p> <p><i>Promoting Public Trust and Confidence</i></p>	<p>Complete the court's new public-facing Internet website in 2020. Include more robust Law Library on-line services specifically focused on improving self-help services for SRLs in English and Spanish content, more on-line forms, and other self-help tools and information.</p> <p>Selected technology platform will be mobile device compatible.</p> <p>Continue the translation of forms and instructions into Spanish (as approved by the prioritization committee).</p> <p>Continue evaluating the level of services offered SRL's.</p>

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<p><b>Superior Court and Juvenile Court</b></p>	<p>Continue work on evolving the security of the court's data and technology resources.</p> <p>Initiatives support:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Protecting Children, Families, and Communities;</i></p> <p><i>Promoting Judicial Branch Excellence and Innovation; and</i></p> <p><i>Promoting Public Trust and Confidence</i></p>	<p>Continue to monitor external activity through monthly scanning, proactively complete risk assessments to identify external threats and vulnerabilities and execute required remediation actions.</p> <p>Implement technology enhancements (as feasible) to support security preparedness for legacy applications and the court network.</p> <p>Leverage Forcepoint Web Security for Superior and Juvenile Court to provide management-level reporting on employee Internet and public Wi-Fi usage. Continue to teach annual computing network security (CNS) classes to court staff.</p>
<p><b>Superior Court and Juvenile Court</b></p>	<p>Continue work on the court's business continuity and emergency management / COOP plan.</p> <p>Initiatives support:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Protecting Children, Families, and Communities;</i></p> <p><i>Promoting Judicial Branch Excellence and Innovation;</i></p> <p><i>Enhancing Professionalism within Arizona's Courts; and</i></p> <p><i>Promoting Public Trust and Confidence</i></p>	<p>With input from court administration identify critical technology resources required, and timeline for restoration, in the event of an emergency.</p> <p>Implement For-the-Record "Remote Justice" technology that leverages cloud-based tools to support virtual courtroom proceedings.</p>
<p><b>Superior Court and Juvenile Court</b></p>	<p>Support case data integration and data sharing with the AOC.</p> <p>Initiatives support:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Promoting Judicial Branch Excellence and Innovation; and</i></p> <p><i>Promoting Public Trust and Confidence</i></p>	<p>Support data integration and sharing with the AOC and JOLTSaz through participation in state-level initiatives like e-filing, e-access, e-notifications, FARE, CCI, statewide dashboards, and other state initiatives.</p>



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<b>Superior Court and Juvenile Court</b>	<p>Integrate and/or share appropriate case data with local Justice Partners.</p> <p>Initiatives support:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Protecting Children, Families, and Communities; and</i></p> <p><i>Promoting Judicial Branch Excellence and Innovation</i></p>	<p>Participate with local justice partners through cooperative efforts in support of various Agave and JOLTSaz integrations with the Pima County Attorney's Office and the Office of Public Defense Services</p>
<b>Superior Court and Juvenile Court</b>	<p>Provide data and reporting for sponsored programs and initiatives.</p> <p>Initiative Supports:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Protecting Children, Families, and Communities;</i></p> <p><i>Promoting Judicial Branch Excellence and Innovation; and</i></p> <p><i>Promoting Public Trust and Confidence</i></p>	<p>Work with Juvenile Court to provide data in support of Evidence Based Practice implementation and other initiatives; such as Juvenile Detention Alternatives Initiative (JDAI), Family Drug Court, Incident Reporting, Alternative Community Engagement Services (ACES), Crossover Youth Practice Model (CYPM).</p> <p>Continue Superior Court involvement with Pima County Justice Partners by providing data identified during the MacArthur grant initiative.</p>
<b>Superior Court and Juvenile Court</b>	<p>Update and/or replace functionally deficient or end-of-life hardware or software products or platforms to maintain technical efficiency and/or cost effectiveness.</p> <p>Initiatives support:</p> <p><i>Promoting Judicial Branch Excellence and Innovation</i></p>	<p>Execute plans that address legacy technology (hardware or software) not aligned to AOC architecture standards.</p> <p>Implement new consolidated server infrastructure to fully integrate the two courts and replace end-of-life equipment. Continue the upgrades for end-of-life SQL databases.</p>
<b>Superior Court and Juvenile Court</b>	<p>Begin the process of upgrading courtroom technology to prepare rooms for future Digital Evidence requirements.</p> <p>Initiatives support:</p> <p><i>Promoting Access to Justice;</i></p> <p><i>Promoting Judicial Branch Excellence and Innovation; and</i></p> <p><i>Promoting Public Trust and Confidence</i></p>	<p>Begin the upgrade in FY21 by implementing "demo" technology for evaluation in two courtrooms (one each at Superior and Juvenile Court).</p> <p>Leverage learnings from "demo" technology to plan upgrade schedule and identify funding for remaining 53 rooms.</p>

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<b>Superior Court, Juvenile Court, and Clerk of the Superior Court</b>	<b>One Court, One System</b> <i>Promoting Access to Justice;</i> <i>Protecting Children, Families, and Communities;</i> <i>Promoting Judicial Branch Excellence and Innovation;</i> <i>Enhancing Professionalism within Arizona's Courts; and</i> <i>Promoting Public Trust and Confidence</i>	Under the guidance of the Pima County Superior Court Technology Governance Board in discussion about moving to one court, one system to have all systems on one platform.
<b>Clerk of the Superior Court</b>	<b>E-file Expansion</b> Expand services and functions to the legal community and the public at large. Add more case types to Pima's e-filing model. Integrate e-filing processes into the current Clerk queue/kiosk environment. <i>Promoting Access to Justice</i> <i>Improving Court Processes to Better Serve the Public</i>	Broaden Pima Clerk's e-filing presence to allow all case types to be filed electronically 24x7  Expand e-filing to include all case types. Work with court partners to integrate e-filing access points. These access points will allow court partners to submit, share and access data/documents across the county network or over the Internet.  Provide a revamped case initiation process for e-filed cases. Consolidate e-filing tasks into a workflow module. Broaden data sharing (documents/data) initiatives with local court partners.
<b>Clerk of the Superior Court</b>	<b>Public Access to Court Services</b> Provide improved court access to the legal community. <i>Promoting Access to Justice</i> <i>Improving Court Processes to Better Serve the Public</i>  <i>Modernize Pima Clerk public access portals.</i>	Expand the Clerk's CMS web presence to provide functionality outside of the court - per Rule 123.  Revamp public access points in key areas of the Clerk's Office. Access points include the following areas – <ul style="list-style-type: none"> <li>• Marriage License Processing</li> <li>• Name Change</li> <li>• Passports</li> <li>• Orders of Protection</li> <li>• Remote document request</li> </ul> Online payments

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<b>Clerk of the Superior Court</b>	<b>Document Management Workflow</b>  <i>Leverage court automation to increase court staff productivity through automated workflows and queues.</i>  <i>Promoting Access to Justice</i>  <i>Improving Court Processes to Better Serve the Public</i>	<p>Continue to update/add workflow modules into existing CMS/DMS applications. Workflow functions will provide customized data access views that are defined by the business flow and powered by electronic court documents and data.</p> <p>Expand DMS functions to external applications (e.g. e-filing, eAccess, and SmartBench).</p>
<b>Clerk of the Superior Court</b>	<b>Expanded Document Management Services</b>  <p>Recoup valuable data entry lost when creating court related documents and streamline the document distribution process.</p> <i>Promoting Access to Justice</i>  <i>Improving Court Processes to Better Serve the Public</i>	<p>Extend the existing electronic document creation software to broaden data integration points with the court's CMS, consolidate ADRS oriented tasks into an automated environment and provide NICS reporting functionality.</p>
<b>Clerk of the Superior Court</b>	<b>Automated Courtroom Functions</b>  <p>Digitize hearing officer document review and signature functions.</p> <i>Digitize Court Environment</i>	<p>Expand and improve electronic signature and Hearing Officer review functions for e-filing.</p>
<b>Clerk of the Superior Court</b>	<b>Expanded Financial Services</b>  <p>Expand collections and tax intercept functions within the CMS financial suite.</p> <i>Digitize the Court Environment</i>	<p>Expand delinquent court assessment collections functions within the existing CMS.</p>
<b>Clerk of the Superior Court</b>	<b>Physical Asset/Exhibit Tracking</b>  <i>Update existing Clerk and Court support functions.</i>  <i>Promoting Access to Justice</i>  <p>Improving Court Processes to Better Serve the Public</p>	<p>Refresh file folder tracking software, implement electronic exhibit tracking functions and revisit COC courtroom automation.</p>

## C. CURRENT TECHNOLOGICAL ENVIRONMENT

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This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

### HARDWARE

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#### SUPERIOR AND JUVENILE COURT

Listed below are the total of the number of desktops, laptops and network printers in Superior and Juvenile Court.

Description	Total Count
Desktop total	1,200
Laptop total	250
Thin clients	0
Tablet total	0
Network printer total	300

The operating system (OS) for the desktops and laptops are Windows 10. The court maintains a 5-year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs	82
PCs in the Courtroom	112
Thin Clients in the Courtroom	0
PCs in the Chambers	203
PCs used for ACJIS ( <i>Sheriff's network</i> )	70
Imaging PCs	0

There are a total of 206 servers at the court, the servers are HP Proliant (HP's will be replaced in CY2020) with Dell Power Edge servers. Additionally, there are 175 virtual servers used by the court.

The Network Operating Systems (NOS) is Microsoft Windows 2019 with Active Directory.

## CLERK OF THE COURT

Listed below are the total of the number of desktops, laptops and network printers in the Clerk of the Court.

Description	Total Count
Desktop total	274
Laptop total	25
Thin clients	0
Tablet total	5
Network printer total	114

These totals address “specialized uses” of some PCs in the court:

Description	Total Count
Public Access PCs	22
PCs in the Courtroom	0
Thin Clients in the Courtroom	0
PCs in the Chambers	0
PCs used for ACJIS	0
Imaging PCs	14

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## SOFTWARE

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### SUPERIOR AND JUVENILE COURT

In addition to the standard Office 365 suite, Superior Court also utilizes a custom-developed Conciliation Court application that is built on the cloud-based Microsoft Dynamics platform. In FY21, a second application for Family Drug Court will be developed that also leverages the Dynamics platform. In addition to JOLTSaz, Juvenile Court also utilizes the Agave Case Management System (CMS). Court business operations and the CMS are enhanced by in-house developed software with a portfolio of applications that integrate with Agave.

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## D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

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This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the “Retirement” column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req’d chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- |  |   |
|--|---|
| • Deploy New eFiling Case Types            | • Data Analysis/Reporting                     |
| • Deploy LJ Judge Automation               | • eWarrant System                             |
| • Expand Automated Notification Capability | • New Appellate CMS Setup                     |
| • JOLTSaz Dependency & Officer UI          | • CPOR 2 Implementation                       |
| • AJACS - AZTEC Replacement                | • FARE Implementation for Non-Standard Courts |
| • eCertification                           | • Move AJACS Superior Courts to V6.1          |
| • Justice Court eFiling                    | • LJ PSA Automation                           |
| • FARE - Infrastructure Port               | • Conditions of Release Tracking              |
| • Online Dispute Resolution                | • Data Access Portals                         |
| • Mental Health Repository                 | • Digital Evidence                            |

\* Note: Not all projects apply to the limited jurisdiction courts in the state.



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COURT IT ACCOMPLISHMENTS CY2019

This section lists the accomplishments of the court in information technology projects from January 2019 to January 2020.

PIMA SUPERIOR COURT & JUVENILE COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State – Superior Court	Increase Revenue Flow	Implemented new e-Universa for Civil e-filing	June
State – Juvenile Court	Data Analysis/Reporting	Completed Juvenile Time Standards Reports	June
State – Superior Court	Mitigate Aging Technology Risk	Supported APETS upgrade to SQL 2017	June
State – Superior and Juvenile Court	Increase Revenue Flow	Completed development and deployment for FARE Phase 1	September
State – Juvenile Court	Mitigate Aging Technology Risk	Migrated Juvenile Detention from legacy Incident Reporting tool to JOLTSaz state-wide IR module	November
State – Superior Court	Increase Revenue Flow	Completed CCI updates to support e-access	November
State – Superior Court	Increase Data Utilization	Developed Criminal dashboard using PowerBI and deployed to Criminal bench presiding	December
Local – Superior and Juvenile Court	Manage & Improve Security	Enabled Cisco ISE “enforcement” mode for port security at all remote sites and Juvenile Court	January-October
Local – Superior and Juvenile Court	Manage & Improve Security	Decommissioned 16 2008 and 2008R2 legacy servers	January-November
Local – Superior and Juvenile Court	Mitigate Aging Technology Risk	Upgraded 25 servers to Server 2019	January – December

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STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local – Superior Court	Manage & Improve Security	Implemented Auth security portal for legacy apps	February
Local – Superior Court	Mitigate Aging Technology Risk	Migrated Jury+ to 2019 servers	February
Local – Juvenile Court	Mitigate Aging Technology Risk	Migrated RightFax from Juvenile to Superior Court	February
Local – Superior and Juvenile Court	Enhance Core Systems w/New Functionality	Deployed new Agave Performance release	March
Local – Juvenile Court	Mitigate Aging Technology Risk	Decommissioned legacy PCJCC.pima.gov email server	April
Local – Superior Court	Enhance Core Systems w/New Functionality	Modified Agave to allow for the addition of New Agencies to the Attorney Portal	May
Local – Superior Court	Increase Data Utilization	Migrated Pretrial reporting from MS Access to SSRS and moved reporting to IT	May
Local – Superior and Juvenile Court	Manage & Improve Security	Implemented ForcePoint content filter	June (Superior) and January (Juvenile)
Local – Superior Court	Manage & Improve Security	Implemented Cisco 2130 firewall	June
Local – Juvenile Court	Public Facing Services	Implemented new All-in-One PCs in Juvenile Resource Center	June
Local – Superior Court	Mitigate Aging Technology Risk	Upgraded TFS from 2010 to 2017	June
Local – Superior Court	Mitigate Aging Technology Risk	Replaced HP legacy desktops with Dell hardware	June-November
Local – Juvenile Court	Mitigate Aging Technology Risk	Completed RFQ and vendor conference for Family Drug Court application	June-November
Local – Superior Court	Production Support	Installed new network for Pretrial Intake	July

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STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local – Superior and Juvenile Court	Manage & Improve Security	Consolidated all badging systems in DSX	July
Local – Superior Court	Manage & Improve Security	Added tertiary location for DR backups at Juvenile	July
Local – Superior and Juvenile Court	Mitigate Aging Technology Risk	Upgraded file servers to Server 2019	July (Superior) and September (Juvenile)
Local – Superior and Juvenile Court	Manage & Improve Security	Implemented MFA for ~90 users	July-November
Local – Superior and Juvenile Court	Manage & Improve Security	Upgraded (7) domain controllers to 2019	August
Local – Superior and Juvenile Court	Public Facing Services	Worked with vendor and Procurement to implement new payment Kiosk in Law Library and Juvenile Resource Center for credit-card payments	October
Local – Superior Court	Manage & Improve Security	Upgraded Remote Web Server	October
Local – Juvenile Court	Mitigate Aging Technology Risk	Decommissioned legacy Juvenile Remote App Servers	October
Local – Superior Court	Expand Automated Notification Capability	Implemented e-notifications for all criminal case types	October
Local – Superior Court	Mitigate Aging Technology Risk	Upgraded MQ servers from 7.0.1.5 to 9.1.0.3 and moved to Server 2019	December
Local – Juvenile Court	Mitigate Aging Technology Risk	Refreshed FTR PCs in the courtroom	January 2020
Local – Superior and Juvenile Court	Manage & Improve Security	Added Microsoft Azure as a 4th backup	January 2020

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STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local – Superior and Juvenile Court	Integrate Systems to Improve Productivity and Capability	Implemented capability for the PCAO and the Public Defender Services to integrate Agave Hearing data with their CMS	January 2020

PIMA CLERK OF THE COURT ACCOMPLISHMENTS

STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
State	Civil E-filing (eFileAZ)	Pima COC migrated from the AZ TurboCourt efile model to the new eFileAZ environment.	July 2019
State	FARE	Pima COC transitioned all delinquent collection functions to the FARE program.	December 2019
State	Order of Protection E-filing	Pima COC shifted from a paper-based OOP work flow to an efile environment.	December 2019
State	eAccess	Phase 1 – Approved rules for public access to case data and electronic documents filed in Pima County (as <i>permitted by statute and court business rules</i> ).	April 2019
Local	COC PC Refresh	Replaced over 200 aging PC workstations with new and robust hardware.	June 2019

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STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	Improve Network Security	Installed new firewall appliances on the COC network.	Nov 2019
Local	Anti-Virus Upgrade	Upgraded COC A/V software to the latest version.	June 2019
Local	Training Room Update	Equipped training room with new PCs, "smart" versa-table work surface and large screen display.	Aug 2019
Local	Image Scanning Software Update	Upgraded the COC document scanning software.	Nov 2019
Local	COC Domain Migration - Juvenile	Migrated Juvenile COC users to the primary COC Domain	July 2019
Local	Retire Aging Technology	Migration/retirement of aging server OS devices to Server 2016	May 2019

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COURT PROJECTS MASTER LIST

This section collects all information technology project-related information for all the court during calendar year 2020. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

PIMA SUPERIOR COURT & JUVENILE COURT STATEWIDE PROJECT PARTICIPATION						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
MacArthur Grant PowerBI Dashboards	Work with Pretrial to identify dashboards in support of the MacArthur grant	Data Analysis / Reporting	Early adopter	FY21	Conceptual	
CCI Standardization	Modify Agave CCI integration to conform to AOC standardized codes	Access to Electronic Documents	Mid-cycle implementation	FY22	On Hold	
aiSmartBench V9.6 Upgrade and J-Bench Functionality	Upgrade to V9.6	Judge/Bench Automation	Early adopter	FY21	On Hold	
Judicial Dashboards	Build judicial dashboards by bench to enhance decision-making process; initial focus on time standards data	Data Analysis / Reporting	Early adopter	FY21	Underway	



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PIMA SUPERIOR COURT & JUVENILE COURT STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Additional e-Filing Case Types	Add additional case types to Agave e-filing solution	Electronic Filing	Mid-cycle implementation	FY22	Conceptual	

PIMA CLERK OF THE COURT STATEWIDE PROJECT PARTICIPATION

Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
eAccess	Online access to Pima/Agave case data and documents.	Access to Electronic Documents	Mid-cycle implementation	FY21	Underway	
OOP / AZPOINT e-Filing	Expand current OOP functions to include all facets of the OOP process.	Protective Order Re-engineering	Mid-cycle implementation	FY22	Underway	

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PIMA SUPERIOR COURT & JUVENILE COURT LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
OnBase for Internal Documents	Implement OnBase document management for court divisions	FY22	Conceptual	Funding could be a challenge depending on cost
Agave 2.8.4 Release	Modify Agave to incorporate new enhancements prioritized by case management	FY22	On Hold	
T3K Management Curriculum	Update Court system that manages COJET attendance with new management curriculum	FY22	EA Req'd	
FARE Next Phase	Continue with additional benches	FY21	Underway	
Build Mental Health Module in Agave	Replace legacy Microsoft Access database with Agave module and deliver functionality that meets AZ Mental Health Court Standards	FY21	Conceptual	
APO Pretrial Sentence Report (PSR) Portal	Provide access to PSRs via a secure portal solution	FY22	EA Req'd	
New Internet Website Focused on SRLs	Replace legacy Internet website technology with Umbraco framework	FY21	Underway	
COOP Planning	Work with Court Admin to identify critical technology resources required in the event of an emergency	FY22	On Hold	
Update OCI Module in Agave with Juvenile Requirements	Update Agave Office of Court Interpreter (OCI) module to support Juvenile Court	FY21	EA Req'd	

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Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>Consolidate System Infrastructure</b>	Implement consolidated infrastructure, move Juvenile to ForcePoint content filter, and replace VMWare with HyperV at Superior Court	FY21	Underway	
<b>SQL Consolidation and Upgrades</b>	Execute a plan that consolidates and upgrades 80 production SQL databases	FY22	Underway	
<b>Implement Family Drug Court Application</b>	Configure the Microsoft Dynamics platform to meet FDC requirements with reports & dashboards built in PowerBI	FY21	Underway	
<b>Replace Pre-trial PIMA Website, CATS, and PACT</b>	Evaluate consolidated platforms that can support processes provided through PIMA, CATS and PACT	FY21	EA Req'd	
<b>Upgrade Visual Studio to 2019</b>	Upgrade Visual Studio to latest version	FY21	EA Req'd	
<b>Digital Evidence</b>	Complete upgrade of 2 courtrooms to support Digital Evidence in FY21 and develop plan for remaining 54	>FY24	Conceptual	Cost per room will be \$80-\$100K and will require multiple-year budgeting
<b>Windows O/S Upgrades or Replacements</b>	Continue to execute elimination of outdated Windows O/S platforms and SQL instances through retirement or upgrade to address "technical debt" (16 servers total)	FY22	Underway	Dependent on upgrade or retirement of legacy applications
<b>Agave Authentication Enhancement</b>	Redesign Agave security to conform with mandated security requirements	FY21	EA Req'd	
<b>Implement "Remote Justice" Technology</b>	Implement For-the-Record "Remote Justice" technology that leverages cloud-based tools in support of virtual hearings	FY22	Planned	Full virtual hearings require AOC deployment of digital evidence architecture

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PIMA CLERK OF THE COURT LOCAL INDEPENDENT PROJECTS

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>E-Document Workflow (Ph III)</b>	Extent the E-Document software to include a complete work flow component.	FY22	Planned	
<b>ADRS</b>	Create an automated means for reporting charge/disposition data to DPS.	FY22	Planned	
<b>Online Payments</b>	Provide a public payment portal for the court to receive online payments of court-ordered financial obligations.	FY21	Underway	
<b>Digital Signatures and Fingerprints</b>	Expand current eDocs e-signature functions to include documents that require a captured digital fingerprint. Digital fingerprinting functions would also include expanded functions that include ADRS and AFIS.	FY22	Planned	
<b>File Tracking</b>	Replace the existing file folder tracking software with a solution that integrates into the Clerk's CMS/EDMS functions.	FY22	Planned	
<b>Electronic Exhibits</b>	Acquire an electronic solution that tracks Clerk managed exhibits from the point of intake to release.	FY22	Planned	
<b>Remote Filing</b>	Expand Pima Clerk's current e-filing functions to include non-court filings (e.g. marriage licenses, passports, etc.) This solution will allow the public to start these transactions remotely and complete them upon arrival at the court.	FY22	Planned	

COURTS IN PIMA COUNTY  
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Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
<b>e-Filing Expansion</b>	Expand e-filing services to the remaining Superior Court and Juvenile benches.	FY22	Planned	
<b>Expanded FARE Functions</b>	Migration to FARE data exchange to CCR, add TIP functions and other application enhancements.	FY21	Underway	

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#### D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

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The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

Detail follows for:

- Electronic Warrant System
- Data Analysis / Reporting
- Online Dispute Resolution
- Digital Evidence Repository

## STATEWIDE INITIATIVE ELECTRONIC WARRANT SYSTEM

**Description:**

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process through reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

**Anticipated rollout timeline:** Functional requirements are being developed through the end of 2018 followed by workflow and case management system development activities. Testing is scheduled for late in 2019.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

See Clerk of the Court projects

**2. General Importance or Impact to Your Court:**



## STATEWIDE INITIATIVE

### DATA ANALYSIS/REPORTING

**Description:**

Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

**Anticipated rollout timeline:** A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Superior Court ITSD will deploy all bench Time Standards dashboards in the next 12 months

**2. General Importance or Impact to Your Court:**

The Superior Court Presiding Judge has prioritized all bench time standards dashboards (being locally developed by ITSD staff using PowerBI) to be completed in CY 2020.

## STATEWIDE INITIATIVE ONLINE DISPUTE RESOLUTION

### Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under \$50K.

### Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Unknown

**2. General Importance or Impact to Your Court:**

## STATEWIDE INITIATIVE DIGITAL EVIDENCE REPOSITORY

### **Description:**

Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

**Anticipated rollout timeline:** A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Possibly 5 years for overall courtroom  
readiness

### **2. General Importance or Impact to Your Court:**

Court ITSD is working with a vendor to upgrade two courtrooms (one at Superior and one at Juvenile) with "demo" A/V capabilities that will support future digital evidence needs. Given the overall cost to fund the upgrade of 56 courtrooms (between \$5.4 and \$5.6M) it is likely we will not achieve overall readiness in under 5 years.

**D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES**

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This section provides high-level information about the technology spending and resources by court for FY2020.

Court Dept.	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City/County FTE Technical Support Staff
Superior Court & Juvenile Court	N/A	\$5.4M (est.)	38 [2 vacancies]	0
Clerk of the Court	N/A	\$1.16M (est.)	10 [5 vacancies]	0
Other				

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APPENDIX A. CURRENT ENVIRONMENT

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1. COURT HARDWARE ENVIRONMENT

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This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

Dept.	PC Operating System	PC Count	Replacement Date / Strategy	Laptop Operating System	Laptop Count	Tablet Operating System	Tablet Count	Thin Client	Replacement Date/ Strategy	# of Network /PC Printers
Pima Superior Court & Juvenile Court	Windows 10 Enterprise	1,200	5-year refresh cycle	Windows 10 Enterprise	250	N/A	0	0	N/A	300
Clerk of Court	Windows 10	274	13 Windows 7 devices replaced Q2 2020	Windows 10	25	iOS 13	5	0		114
Other										

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2. HARDWARE FOR SPECIAL FUNCTIONS

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Department	Number of				
	Public Access PCs	In Courtroom PCs	In Courtroom Thin Clients	In Chambers PCs	Imaging Workstations
Pima Superior Court & Juvenile Court	82	112	0	203	0
Pima Clerk of Court	22	0	0	0	14
Other					



### 3. LOCAL SERVER HARDWARE AND FUNCTION

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Dell 2950	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	File Server
Dell PE 1950	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	JV Domain Controller
Dell PE 1950	Microsoft Windows Server 2008 R2 (64-bit)		Superior Court IT	JV Domain Controller
Dell R440	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Physical Hyper-V Host
Dell R440	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Physical Hyper-V Host
Dell R440	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Veeam Backup
Dell R440	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Veeam Backup
Dell R440	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Veeam Backup
Dell R440	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Physical Hyper-V Host
Dell R440	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Physical Hyper-V Host
Dell R610	Microsoft Windows Server 2012 R2		Superior Court IT	Internal IT Server

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
	(64-bit)			
Dell R630	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Physical Hyper-V Host
Dell R630	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Physical Hyper-V Host
Dell R630	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Physical Hyper-V Host
Dell R630	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Physical Hyper-V Host
Dell R730	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Agave CMS
Dell R730	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Agave CMS
HP DL 380 Gen9	VMWare ESXi 6.7		Superior Court IT	Physical Vmware Host
HP DL 380 Gen9	VMWare ESXi 6.7		Superior Court IT	Physical Vmware Host
HP DL 380 Gen9	VMWare ESXi 6.7		Superior Court IT	Physical Vmware Host
HP DL 380 Gen9	VMWare ESXi 6.7		Superior Court IT	Physical Vmware Host
HP DL 380 Gen9	VMWare ESXi 6.7		Superior Court IT	Physical Vmware Host
HP DL 380 Gen9	VMWare ESXi 6.7		Superior Court IT	Physical Vmware Host

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
HP DL 380 Gen9	VMWare ESXi 6.7		Superior Court IT	Physical Vmware Host
HP DL 380 Gen9	VMWare ESXi 6.7		Superior Court IT	Physical Vmware Host
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Site Recovery Manager
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Site Recovery Manager
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2016	Superior Court IT	Infrastructure DB Server
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	JV Domain Controller
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	System Center Config Mgr
Virtual	Microsoft Windows Server 2008 (32-bit)		Superior Court IT	Legacy File Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Domain Controller
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	File Server
Virtual	Microsoft Windows Server 2008 (32-bit)		Superior Court IT	External Web Server
Virtual	Microsoft Windows Server 2008 (32-bit)		Superior Court IT	Internal Web server
Virtual	Microsoft Windows		Superior Court	Domain Controller

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
	Server 2016 (64-bit)		IT	
Virtual	Microsoft Windows Server 2012 R2 (64-bit)	SQL Server 2012 Express	Superior Court IT	Internal IT Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DSX Door Controller
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	File Server
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	Database Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	External Web Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Internal Web server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Right Fax Server
Virtual	Microsoft Windows Server 2008 (32-bit)	SQL Server 2008 R2	Superior Court IT	Legacy MQ Server
Virtual	Debian 4.9.110 - Software is OnCommandCore v 9.5		Superior Court IT	NetApp controller
Virtual	Microsoft Windows Server 2008 R2 (64-bit)	SQL Server 2008 R2	Superior Court IT	Database Server
Virtual	Microsoft Windows Server 2008 R2 (64-bit)		Superior Court IT	JV Domain Controller

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2008 R2 (64-bit)		Superior Court IT	JV External Web
Virtual	Microsoft Windows Server 2008 R2 (64-bit)		Superior Court IT	JV IIS Server
Virtual	Microsoft Windows Server 2008 R2 (64-bit)		Superior Court IT	JV IIS Server
Virtual	Microsoft Windows Server 2008 R2 (64-bit)		Superior Court IT	JV IIS Server
Virtual	Microsoft Windows Server 2008 R2 (64-bit)		Superior Court IT	JV Print Server
Virtual	CentOS 4/5 or later (64-bit)		Superior Court IT	UPS Controller
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	JV Reports Server
Virtual	Microsoft Windows Server 2012 R2 (64-bit)	SQL Server 2014	Superior Court IT	JV SQL
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	JV Web Server
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Kronos Server
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Replica Database

COURTS IN PIMA COUNTY  
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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	SmartBench
Virtual	Microsoft Windows Server 2012 R2 (64-bit)	SQL Server 2008 R2	Superior Court IT	SmartBench
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	SmartBench
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	SmartBench
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	SmartBench
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	SmartBench
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	SmartBench
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	SmartBench
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	SmartBench
Virtual	Microsoft Windows Server 2008 R2 (64-bit)		Superior Court IT	Legacy Mail Server (Will be decommissioned FY20)
Virtual	Microsoft Windows Server 2012 R2 (64-bit)	SQL Server 2008 R2	Superior Court IT	Scribe - SmartBench
Virtual	Microsoft Windows Server 2012 R2	SQL Server	Superior Court	JV SQL

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
	(64-bit)	2012	IT	
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth portal
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth portal
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Auth portal
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth portal
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Certificate Authority
Virtual	CentOS 4/5 - Cisco Data Collector - CentOS 6		Superior Court IT	Data Collector Service (Cisco)
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Direct Access
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2016	Superior Court IT	Auth Database
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Domain Controller
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Domain Controller
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DHCP Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DHCP Server

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	SQL Distribution Server
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	SQL Database (DNN)
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	DSX Door Controller
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Court Reporters eNotes
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Forcepoint Appliance management
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	File Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	ForTheRecord Warehouse
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Internal Web server
Virtual	Red Hat Enterprise Linux 7 Cisco ISE version 2.4.0.357 (64-bit)		Superior Court IT	Cisco ISE
Virtual	Red Hat Enterprise Linux 7 Cisco ISE version 2.4.0.357 (64-bit)		Superior Court IT	Cisco ISE
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Jury Plus
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Jury Plus



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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Jury Plus
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Virtual Machine Manager
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2012	Superior Court IT	Navision
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Nessus Vulnerability Scanner
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Netwrix Auditor
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	PKI
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2017 Express	Superior Court IT	Ricoh Paper Service (Kiosk)
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	Database Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	PeopleTrack Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	External Web Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Internal PIMA Application
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Modern MQ Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	PowerBI Gateway

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Red Hat Red Hat Linux 7 (Cisco Prime version 3.7) (64-bit)		Superior Court IT	Cisco Prime
Virtual	Microsoft Windows Server 2012 R2 (64-bit)		Superior Court IT	Printer Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Printer Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth portal
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth portal
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Auth portal
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Database Server
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Replication Database
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Web Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Team Foundation Server
Virtual	Microsoft Windows Server 2019 (64-bit)	SQL Server 2019	Superior Court IT	Reporting Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	External Web Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	PKI

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Remote Web Connectivity
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Report Mirror
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	SFTP Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Solarwinds
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	PKI
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Utility Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Key Management Server
Virtual	Microsoft Windows Server 2016 (64-bit)		Superior Court IT	Virtual Machine Manager
Virtual	Microsoft Windows Server 2016 (64-bit)	SQL Server 2016	Superior Court IT	Agave Database
Virtual	Microsoft Windows Server 2008 (64-bit)	SQL Server 2008 R2	Superior Court IT	SQL Administration
Virtual	Microsoft Windows Server 2008 (64-bit)	SQL Server 2008 R2	Superior Court IT	Legacy Reporting Database
Virtual	Microsoft Windows Server 2008 (64-bit)	SQL Server 2008 R2	Superior Court IT	Reporting Server
Virtual	VMware VCenter V6.7 (64-bit)		Superior Court IT	VMware Management

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SUPERIOR COURT & JUVENILE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	VCenter V6.7 (64-bit)		Superior Court IT	VMware Management
Virtual	VCenter V6.7 (64-bit)		Superior Court IT	VMware Management
Virtual	VCenter V6.7 (64-bit)		Superior Court IT	VMware Management
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Domain Controller
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	File Server
Virtual	Microsoft Windows Server 2019 (64-bit)		Superior Court IT	Virtual Machine Manager

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CLERK OF THE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
EMC VNX 5200	N/A		Clerk of Superior Court	Image Storage
EMC VNX 5200	N/A		Clerk of Superior Court	Image Storage
EMC VNX5200	N/A		Clerk of Superior Court	Image Storage
EMC VNX5200	N/A		Clerk of Superior Court	Image Storage
PowerEdge R510	Windows Server 2008 R2 Standard		Clerk of Superior Court	File Storage
PowerEdge R520	Windows Server 2008 R2 Standard SP1		Clerk of Superior Court	DC; DNS
PowerEdge R520	Windows Server 2008 R2 Standard SP1		Clerk of Superior Court	eUniversa Testing (efile data processing) – TEST
PowerEdge R710	ESXi 6.5		Clerk of Superior Court	VMWare Host
PowerEdge R720	Windows Server 2008 R2 Standard SP1	SQL Server 2008	Clerk of Superior Court	SQL
PowerEdge R720	VMWARE ESXi 6.5		Clerk of Superior Court	VMWare Host
PowerEdge R730	VMWARE ESXi 6.5		Clerk of Superior Court	VMWare Host
PowerEdge R730	VMWARE ESXi 6.5		Clerk of Superior Court	VMWare Host
PowerEdge R820	Windows Server 2008 R2 Standard SP1		Clerk of Superior Court	HYPER-V - Hosts legacy Win2000 servers
PowerEdge R910	Windows Server 2008 R2 Standard SP1	SQL Server 2008	Clerk of Superior Court	DEV; SQL
PowerEdge R930	Windows Server 2012 R2 Standard	SQL Server 2012	Clerk of Superior Court	SQL; Replicated AGAVE DB;
PowerEdge R930	Windows Server 2012 R2 Standard	SQL Server 2012	Clerk of Superior Court	SQL; Replicated AGAVE DB

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CLERK OF THE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
<b>PowerVault NX3200</b>	Windows Storage Server 2012 R2 Standard		Clerk of Superior Court	SmartBench Production
<b>PowerVault NX3200</b>	Windows Storage Server 2008 R2 Standard		Clerk of Superior Court	SmartBench Production
<b>PowerVault NX3230</b>	Windows Storage Server 2012 R2 Standard		Clerk of Superior Court	SmartBench Backup, VEEAM
<b>PowerVault NX3230</b>	Windows Storage Server 2012 R2 Standard		Clerk of Superior Court	Offsite Backup
<b>PowerVault NX3230</b>	Windows Storage Server 2012 R2 Standard		Clerk of Superior Court	STORAGE
<b>Virtual</b>	Windows Server 2008 R2 Standard		Clerk of Superior Court	COSC Domain Administration
<b>Virtual</b>	Windows Server 2012 R2 Standard		Clerk of Superior Court	IBM MQ DEV/Test - FARE
<b>Virtual</b>	Windows Server 2008 R2 Standard SP1	SQL Server 2012	Clerk of Superior Court	SQL
<b>Virtual</b>	Windows Server 2012 R2 Datacenter		Clerk of Superior Court	Primary Domain Controller, DNS, DFS Namespace
<b>Virtual</b>	Windows Server 2016 Datacenter		Clerk of Superior Court	DC; DNS; DFS
<b>Virtual</b>	Windows Server 2016 Datacenter		Clerk of Superior Court	JUMP BOX from County Remote Desktop Gateway
<b>Virtual</b>	Windows Server 2016 Datacenter		Clerk of Superior Court	eFiling
<b>Virtual</b>	Windows Server 2016 Datacenter		Clerk of Superior Court	FARE DEV
<b>Virtual</b>	Windows Server 2016 Datacenter		Clerk of Superior Court	DFS Namespace; Fileserver
<b>Virtual</b>	Windows Server 2016 Datacenter		Clerk of Superior Court	Mail; Web
<b>Virtual</b>	Windows Server 2008 R2 Standard SP1	SQL Server 2012	Clerk of Superior Court	E-File; SmartBench Test;

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CLERK OF THE COURT				
# Brand/Model	Operating System	Database	Managed By	Use/Applications
Virtual	Windows Server 2012 R2 Datacenter	SQL Server 2012	Clerk of Superior Court	Team Foundation Server
Virtual	Windows Server 2016 Datacenter		Clerk of Superior Court	Windows Deployment Services - Imaging
Virtual	Windows Storage Server 2008 Standard SP2	SQL Server 2012 R2	Clerk of Superior Court	SQL; Scheduled Jobs; DEV
Virtual	Windows Server 2016 Datacenter		Clerk of Superior Court	NESSUS
Virtual	Windows Server 2016 Datacenter		Clerk of Superior Court	IBM MQ Prod - FARE
Virtual	Windows Server 2016 Datacenter		Clerk of Superior Court	SQL DEV Server
Virtual	Windows Server 2016 Datacenter		Clerk of Superior Court	Printer Resource Monitor; WSUS
Virtual	VMWare VCenter Appliance		Clerk of Superior Court	vCenter Server
Virtual	Windows Server 2012 R2 Datacenter		Clerk of Superior Court	Webserver - Internal Applications
Virtual	Windows Server 2008 R2 Standard SP2		Clerk of Superior Court	AgaveWeb
Virtual	Windows Server 2016 Datacenter		Clerk of Superior Court	WebServer, eFiling SNAP application

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4. NETWORK ENVIRONMENT

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Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Pima Superior Court and Juvenile Court	1,750	Windows Server 2019	CISCO 2130 w/ Firepower	Office 365 Advanced Threat Protection, Forcepoint, Cisco ISE, CylancePROTECT
Clerk of Court	300	Windows Server, 2008 R2, 2012 R2/2016	CISCO Firepower 2110	Cylance Protect, Microsoft Advanced Threat Protection, Windows Defender Antivirus, Cisco WSA S690 Content Filter



## 5. SOFTWARE ENVIRONMENT

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This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

### PIMA SUPERIOR COURT & JUVENILE COURT LOCAL APPLICATIONS

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Agave	Superior Court / Clerk of Court	Superior Court	Standalone		N/A
APETS (Adult Probation Enterprise Tracking System)	AdOC	Superior Court	N/A		N/A
Adult Probation Provider Tracking System	Superior Court	Superior Court	Bolt-On		N/A
CARDS (Conciliation Court Calendaring and Reporting DB System)	Microsoft/ Superior Court	Superior Court	Package		N/A
Bridge (transcription display)	Stenograph	Superior Court	Package		N/A
CATS (Case Tracking System) for Pretrial Services	Superior Court	Superior Court	Standalone		N/A
Cisco ISE	Cisco	Superior & Juvenile Court	Package		N/A
COJET/ Training 3000 web Application	Superior Court	Superior & Juvenile Court	Standalone		N/A
Acrobat Pro 2017/DC 2015	Adobe	Superior &	Package		N/A

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Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Juvenile Court					
Court Interpreters Tracking (OCI)	Superior Court	Superior Court	Standalone		N/A
Veeam Backup	VEEAM	Superior & Juvenile Court	Package		N/A
Digital Photo Processor for APO	Superior Court	Superior Court	Bolt-On		N/A
FTR Gold 6.5	For The Record	Superior Court	Package		N/A
Web Help Desk	Solarwinds	Superior & Juvenile Court	Package		N/A
Biddle	TestGenius	Superior & Juvenile Court	Package		N/A
NeoGov	NeoGov	Superior & Juvenile Court	Cloud		N/A
Internal Web Sites (Superior) <ul style="list-style-type: none"> <li>• Adult Probation Intranet</li> <li>• Superior Court Intranet</li> <li>• eNotes Court Reporter Site</li> <li>• APETS reporting</li> </ul>					
Internal Web Sites (Juvenile) <ul style="list-style-type: none"> <li>• Juvenile Intranet</li> <li>• JOLTS legacy portal</li> </ul>					
Jury+ Management System	JSI	Superior Court	UI – Local PC DB – Package		Upgrade to WebGen end of CY 2020
CylancePROTECT	Cylance	Superior & Juvenile Court	Package		N/A

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Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Office 365 (public folders)	Microsoft	Superior & Juvenile Court	Cloud		N/A
Microsoft Office 365 (2019)	Microsoft	Superior & Juvenile Court	Cloud		N/A
Microsoft Visio 2016	Microsoft	Superior & Juvenile Court	Standalone		N/A
Microsoft Project 2013	Microsoft	Superior Court	Standalone		N/A
Microsoft SQL 2008R2, 2016, 2019 (80 databases)	Microsoft	Superior & Juvenile Court	Package		Upgrade SQL 2008R2 in FY21
Microsoft SQL Server Reporting Services (SSRS)	Microsoft	Superior & Juvenile Court	Package		N/A
Microsoft Visual Studio 2010, 2015, 2017 (this impacts Agave and 2 AP legacy applications)	Microsoft	Superior & Juvenile Court	Package		Upgrade to version 2019 in FY21
Microsoft Team Foundation Server 2017	Microsoft	Superior Court	Package		N/A
Microsoft Windows 10	Microsoft	Superior & Juvenile Court	Package		N/A
Microsoft Windows 2008, 2008R2 / 2012R2 / 2016 / 2019	Microsoft	Superior & Juvenile Court	Package		Replace 16 <2012 servers in FY21/FY22
EDocs Minute Entry Order	Clerk of the Court	Superior & Juvenile Court	Standalone		N/A
Navision (Finance)	Microsoft	Superior & Juvenile Court	Package		N/A
Kronos (Finance)	Kronos	Superior & Juvenile Court	Package		N/A
People-Trak	People-Trak	Superior & Juvenile Court	Package		N/A
Pretrial Services Information Management Application (PIMA Public)	Superior Court	Superior Court	Standalone		N/A

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Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
Pretrial Services Automated Case Management and Tracking (PACT)	Superior Court	Superior Court	Standalone		N/A
Public Web Sites: <ul style="list-style-type: none"> <li>• Superior Court Website</li> <li>• Jury Service Website</li> <li>• PACTWeb (Pretrial Tracking)</li> <li>• Adult Probation Roloweb</li> <li>• Agave Attorney Assignment Portal</li> <li>• Adult Probation Provider Tracking</li> <li>• Conciliation Court-Parent Education class registration</li> <li>• JOLTSaz External Agency Portal</li> </ul>	Superior & Juvenile Court	Superior & Juvenile Court	Standalone & Bolt-On		N/A
SPSS (Statistical / modeling)	IBM	Superior & Juvenile Court	Package		N/A
VMWare 6.5	VMWare	Superior Court	Package		Retire CY 2020
Hyper-V	Microsoft	Superior & Juvenile Court	Package		N/A
Digital Signage lobby calendar display	Superior & Juvenile Court	Superior & Juvenile Court	Standalone		N/A
aiSmartbench	Mentis Technology Solutions	Superior & Juvenile Court	Package		N/A
Spotlight DB Monitoring	Quest	Superior & Juvenile Court	Package		N/A
Scribe – Middleware for Microsoft Dynamics/CARDS	Tibco	Superior Court	Package		N/A

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Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/ Strategy
ACES Application	Juvenile Court	Juvenile Court	Standalone		N/A
Adobe Creative Suite	Adobe	Juvenile Court	Package		N/A
Family Drug Court	Juvenile Court	Juvenile Court	Standalone		Replace with Package CY 2020
ID Works Standard	Datacard	Juvenile Court	Package		N/A
JOLTSaz	AOC	Superior & Juvenile Court	Standalone		N/A
Justice Tools	Justice Tools	Juvenile Court	Bolt-On		N/A
Maysiware	Maysi	Juvenile Court	Package		N/A
Mediation Application	Juvenile Court	Juvenile Court	Standalone		N/A
RightFax V16.0	Open Text	Juvenile Court	Package		N/A
SignWord Pro	SignWord	Juvenile Court	Package		N/A
Spillman Client	Spillman / Pima County Sheriff	Superior & Juvenile Court	Package		N/A
Surpass Library Software	Surpass	Juvenile Court	Package		N/A
Wordfast	Wordfast	Juvenile Court	Package		N/A

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**PIMA CLERK OF COURT LOCAL APPLICATIONS**

<b>Application Name</b>	<b>Developed/ Supported By</b>	<b>Courts Using</b>	<b>Vendor Package, Bolt-On, or Standalone</b>	<b>Implemen tation Date</b>	<b>Replacement Date/ Strategy</b>
Agave	Superior Court/Clerk of Court	Clerk of Superior Court/Superior Court	Standalone		
Agave Criminal Financials	Clerk of Superior Court	Clerk of Superior Court/Superior Court	Bolt-On (Agave)		
Agave EDMS	Clerk of Superior Court	Clerk of Superior Court/Superior Court			
Electronic Documents (E- Docs)	Clerk of Superior Court/Superior Court	Clerk of Superior Court/Superior Court	Bolt-On (Agave)		
EZ-Q Efiling (Civil)	Clerk of Superior Court	Clerk of Superior Court	Bolt-On (Agave)		
EZ- Q Efiling (Order of Protection)	Clerk of Superior Court	Clerk of Superior Court	Bolt-On (Agave)		
EZ-OOP (Judicial Review/Order)	Clerk of Superior Court	Superior Court/Clerk of Superior Court	Bolt-On (Agave)		
EZ-Q Doc Proc (Efiled Document Processor)	Clerk of Superior Court	Clerk of Superior Court	Bolt-On (Agave and E- Docs)		
FARE	Clerk of Superior Court	Superior Court/Clerk of Superior Court	Bolt-On (Agave)		
AgaveWeb	Clerk of Superior Court	Clerk of Superior Court/Superior Court	Bolt-On (Agave)		

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Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implemen tation Date	Replacement Date/ Strategy
eLedger (Financial Reconciliation)	Clerk of Superior Court	Clerk of Superior Court	Standalone		
Tax Intercept Program (TIP)	Clerk of Superior Court	Superior Court /Clerk of Superior Court	Standalone		
Archive Child Support DB (pre-warehouse)	Clerk of Superior Court	Clerk of Superior Court	Standalone		
Smeadlink (File Tracking)	Clerk of Superior Court	Clerk of Superior Court	Standalone		
Archived File Folder Tracking	Clerk of Superior Court	Clerk of Superior Court	Standalone		
Office 2013	Microsoft	Clerk of Superior Court	Package		
Kronos	Kronos	Clerk of Superior Court	Package		
People-Trak	People-Trak	Clerk of Superior Court	Package		
Visio 2013	Microsoft	Clerk of Superior Court	Package		
Visual Studio 2010, 2013, 2019	Microsoft	Clerk of Superior Court	Package		Visual Studio 2010 to be phased out FY21
Crystal Reports 11	Business Objects	Clerk of Superior Court	Package		
MS Project	Microsoft	Clerk of Superior Court	Package		
MS SQL 2008, 2012 and 2014	Microsoft	Clerk of Superior Court	Package		Upgrade SQL 2008 to SQL 2014 CY20

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Application Name	Developed/ Supported By	Courts Using	Vendor Package, Bolt-On, or Standalone	Implemen tation Date	Replacement Date/ Strategy
Windows 10	Microsoft	Clerk of Superior Court	Package		
Windows Server 2008 & 2012	Microsoft	Clerk of Superior Court	Package		Windows Server 2008 to be phased out CY20



## 6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

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The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category** within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

### Pima Superior Court & Juvenile Court

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
<b>Applications &amp; Tools</b>				
<b>User Interface Delivery Method for Public Access</b>	Internet Explorer ≤6	Internet Explorer	IE 11, Chrome V80.0, Edge	
<b>User Interface Delivery Method for Business Applications</b>	Character based	Silverlight	N/A	
<b>Electronic Document Management</b>	Hyland OnBase <14	Hyland OnBase 15	N/A	
<b>Document Imaging</b>	Kofax Card (SCSI)	Kofax Ascent Capture	N/A	

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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Report Writer for Ad Hoc Reporting	Crystal <10 MS-SSRS ≤2005	Crystal ≤10 MS-SSRS 2008	MS SQL	
Report Writer for Business Application Reports	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	MS SSRS 2019	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	.NET Framework 4.0 .NET 1.1	Eliminate Agave .NET 1.1 in FY21
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2010-2017	Upgrade to version 2019 in FY21
Source Control	Aldon		MS Team Foundation 2017	
Code Generation	Alachisoft	Visible Developer	N/A	

**Office Productivity Tools**

Word Processing	Word ≤2010	Word 2013	2019 Office 365	
Spreadsheet	Excel <2010	Excel 2013	2019 Office 365	
Presentation	PowerPoint ≤2010	PowerPoint 2013	2019 Office 365	

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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
<b>Local Standalone Database</b>	MS-Access ≤2010	Access 2013	2019, 2016, Office 365	
<b>E-mail Client</b>	Outlook ≤2010 GroupWise (unsupported)	Outlook 2013 GroupWise (supported)	2019, Office 365	
<b>Instant Messaging</b>		MS-Live Communication Server, Lync, Skype for Business 2013	Skype for Business, Microsoft Teams	
<b>Collaboration</b>		Live Communication Server, SharePoint Server ≤2013, Google Apps	Microsoft Teams, SharePoint	
<b>Distance Learning</b>		Centra	N/A	

**Data Architecture**

<b>DBMS</b>	SQL Server <2012	SQL Server 2012	SQL 2008R2, 2012R2, 2016, 2019, Express 2017	Upgrade SQL instances <2012 in FY21/FY22
<b>Data Warehouse DBMS</b>	SQL Server <2012	Informix XPS, SQL Server 2012	N/A	
<b>Data Exchange Model</b>		Fixed format, XML homegrown	XML, MQ	
<b>e-Mail Encryption</b>		S/MIME	Office 365	

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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
<b>Networks and Platforms</b>				
<b>Client Operating System</b>	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	N/A
<b>Server &amp; Network Operating Systems</b>	OS/400, Windows ≤2008 R2	Windows Server 2012	Windows 2008, 2008R2, 2012R2, 2016, 2019, VCenter 6.7, ESXi 6.7, Red Hat Linux 7, CentOS 6, Debian 4.9.110	Replace <2012 servers in FY21/FY22
<b>Mobile Operating Systems</b>	BlackBerry O/S		Android	N/A
<b>Shared Services</b>				
<b>Component Service Layer</b>		Services (previous version), DCOM, ASP (classic), Remoting	.NET V4	N/A
<b>Remote Access Through Internet by employees or contractors</b>	ipsec/AnyConnect		Cisco AnyConnect V4.8, MS Direct Access	N/A
<b>Remote Access Through Internet by vendors or trusted partners</b>	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	TeamViewer 15	N/A
<b>Message Transport Middleware</b>				
<b>Message Transport</b>	MQ ≤V7.1	MQ V7.5/V8.0	MQ 7.1	Upgrade MQ in FY21

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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
<b>Data Transformation</b>	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	Scribe	N/A
<b>Data Routing/Publish and Subscribe</b>	MQSI	Cloverleaf, WMB V8.0, BizTalk	Scribe	N/A
<b>File Transfer, Transactional and Scheduled Production (Mission Critical)</b>	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	SFTP	N/A
<b>File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)</b>	MQ ≤7.1, FTP	MQ V7.5/8.0	SFTP	N/A

**Pima Clerk of the Court**

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
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**Applications & Tools**

<b>User Interface Delivery Method for Public Access</b>	Internet Explorer ≤6	Internet Explorer	Internet Explorer 11, Chrome 80.0 & Firefox 70.0	
<b>User Interface Delivery Method for Business Applications</b>	Character based	Silverlight	N/A	
<b>Electronic Document Management</b>	Hyland OnBase <14	Hyland OnBase 15	Agave EDMS	
<b>Document Imaging</b>	Kofax Card (SCSI)	Kofax Ascent Capture	Agave Imaging	
<b>Report Writer for Ad Hoc Reporting</b>	Crystal <10 MS-SSRS ≤2005	Crystal ≤10 MS-SSRS 2008	Crystal Reports 11, MS SQL Server Reporting Services 2012/2014	
<b>Report Writer for Business Application Reports</b>	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	Crystal Reports 11, MS SQL Server Reporting Services 2012/2014	
<b>Development Languages</b>	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	Visual Studio 2010, 2013 and 2019 (VB, ASP and C#)	Visual Studio 2010 to be phased out FY21

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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
<b>Development Environment</b>	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2010, 2013	Migrate VS 2010/2013 apps in FY21/22
<b>Source Control</b>	Aldon		Team Foundation	
<b>Code Generation</b>	Alachisoft	Visible Developer	N/A	

**Office Productivity Tools**

<b>Word Processing</b>	Word ≤2010	Word 2013	Word 2013	
<b>Spreadsheet</b>	Excel <2010	Excel 2013	Excel 2013	
<b>Presentation</b>	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2013	
<b>Local Standalone Database</b>	MS-Access ≤2010	Access 2013	MS Access 2010, 2013	MS Access 2010 to be phased out FY20/21
<b>E-mail Client</b>	Outlook ≤2010 GroupWise (unsupported)	Outlook 2013 GroupWise (supported)	Outlook 2013	
<b>Instant Messaging</b>		MS-Live Communication Server, Lync, Skype for Business 2013	N/A	

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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps		
Distance Learning		Centra		

**Data Architecture**

DBMS	SQL Server <2012	SQL Server 2008 R2	SQL 2008 R2, 2012 R2 & 2014	Upgrade/Retire SQL 2008 in CY20
Data Warehouse DBMS	SQL Server <2012	Informix XPS, SQL Server 2012	SQL 2012 & 2014	
Data Exchange Model		Fixed format, XML homegrown	XML	
e-Mail Encryption		S/MIME		

**Networks and Platforms**

Client Operating System	Windows ≤Vista and Windows 8	Windows 7	Windows 10	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012, ESXi 6.5	Windows 2008 & 2012	Windows 2008 to be fully migrated to 2012 or > CY20
Mobile Operating Systems	BlackBerry O/S			



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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
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**Shared Services**

<b>Component Service Layer</b>		Services (previous version), DCOM, ASP (classic), Remoting	Web Services, XML	
<b>Remote Access Through Internet by employees or contractors</b>	ipsec/AnyConnect			
<b>Remote Access Through Internet by vendors or trusted partners</b>	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version		

**Message Transport Middleware**

<b>Message Transport</b>	MQ ≤V7.1	MQ V7.5/V8.0	N/A	
<b>Data Transformation</b>	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	SSIS	
<b>Data Routing/Publish and Subscribe</b>	MQSI	Cloverleaf, WMB V8.0, BizTalk	N/A	
<b>File Transfer, Transactional and Scheduled Production (Mission Critical)</b>	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/8.0	N/A	
<b>File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)</b>	MQ ≤7.1, FTP	MQ V7.5/8.0	N/A	

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**INTRODUCTION**

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In the past the courts in Pima County have submitted a single, consolidated Information Technology Strategic Plan document each year. Business leaders met to discuss current technology issues facing their courts, to determine the business drivers impacting technology, and recommend a priority for technology projects. Technical resources likewise submitted details about local projects and inventory to the superior court planning contact for inclusion in a master document for publication and approval. As a result of changes authorized by the Commission on Technology in 2014, municipal courts in the county have been authorized to submit plans directly to the Administrative Office of the Courts to appear as attachments to the document submitted by the Superior Court and Justice Courts.

The Presiding Judge of the Superior Court provides broad administrative direction to the courts of the county. Each court also works closely with its local funding agency, which is county government for justice courts and city government for municipal or magistrate courts.

Automation for the county's smaller courts is primarily centralized with the Administrative Office of the Courts. Superior Court (including Juvenile), the Consolidated Justice Court and Tucson Municipal Court (which is now an AZTEC user) function on their own systems. The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
  - Court Automation Coordinating Committee,
  - Probation Automation Coordination Committee, and
  - The Technical Advisory Council.
- The Juvenile On-Line Tracking System (JOLTS) Users' Group; and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, as well as Code Standardization and Caseflow Managers Groups. This plan covers only the activities of Pima Consolidated Justice Court.

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**A. PLANNING METHOD AND PARTICIPANTS**

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This section outlines the participants and processes that contributed to formulating the Information Technology Plan for the Pima County Consolidated Justice Court:

PIMA CONSOLIDATED JUSTICE COURT	
Name	Title
The Honorable Adam Watters	Presiding Judge
Lisa Royal	Court Administrator
Micci Tilton	Deputy Court Administrator
Jay Dennis	Information Technology Manager

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**B. LOCAL COURT STRATEGIC AGENDAS, INITIATIVES, AND  
BUSINESS PRESSURES**

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The court supports ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

6. Promoting Access to Justice;
7. Protecting Children, Families, and Communities;
8. Promoting Judicial Branch Excellence and Innovation;
9. Enhancing Professionalism within Arizona's Courts; and
10. Promoting Public Trust and Confidence.

The complete strategic plan is available at: <https://www.azcourts.gov/AZ-Courts/Strategic-Agenda>.

COURT/LOCAL AGENCY NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
<b>Pima County Consolidated Justice Court</b>	Protecting Children, Families, and Communities	Automated Disposition Reporting - Work with the AOC and DPS to determine if there is an opportunity to participate in the ADRS system
	Protecting Children, Families, and Communities	Automate electronically sending new and quashed warrants to Law Enforcement
	Protecting Children, Families, and Communities	Develop a process for Law Enforcement Agencies to electronically request monthly Warrant Verifications
	Promoting Access to Justice	Add functionality to the online and in-person payment processes to all entry into FARE CAP
	Promoting Judicial Branch Excellence and Innovation;	Implement Civil Small Claims EFiled
	Promoting Judicial Branch Excellence and Innovation;	Implement Civil Evictions and Regular Civil EFiled

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Promoting Judicial Branch Excellence and Innovation	Replace data center servers; add more capability to the off-site server farm, upgrade Windows Server O/S to latest versions
Promoting Public Trust and Confidence	Establish Disaster Recovery Site
Promoting Judicial Branch Excellence and Innovation	Provide a tool to allow judicial officers to mitigate fines within the mandatory minimum and community service guidelines of HB2313

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**C. CURRENT TECHNOLOGICAL ENVIRONMENT**

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This section summarizes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

**HARDWARE**

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Listed below are the total of the number of desktops, laptops and network printers in the court.

<b>Description</b>	<b>Total Count</b>
Desktop total	185
Laptop total	30
Thin clients	0
Tablet total	0
Network printer total	40

The operating system (OS) for the desktops and laptops are Windows 10 Enterprise. The court maintains a 10 year refresh cycle for desktop devices.

These totals address “specialized uses” of some PCs in the court:

<b>Description</b>	<b>Total Count</b>
Public Access PCs	6
PCs in the Courtroom	28
Thin Client in the Courtroom	0
PCs in the Chambers	10
PCs used for ACJIS	1
Imaging PCs	10

There are a total of 9 servers at the court; the servers are Dell Power Edge servers. Additionally, there are 34 virtual servers used by the court.

The Network Operating Systems (NOS) is Microsoft Windows 2012 with Active Directory.

**SOFTWARE**

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In addition to the traditional office automation suite, PCCJC utilizes the Agave Case Management System (CMS). Court business operations and the CMS are enhanced by in-house developed software. Many of these applications, such as the Digital Judicial Order system, integrate with AGAVE.

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**D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS**

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This section identifies each statewide and local strategic project in which the court participates or will actively be pursuing over the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects which are not primarily supported by state resources. Information on these projects includes showing alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

10. Production Support (incl. bug fixes, req'd chgs)
11. Manage & Improve Security (incl. COOP rvw)
12. Finish Core System Deployments (GJ/ LJ)
13. Mitigate Aging Technology Risk
14. Increase Revenue Flow (FARE, eAccess, eFiling)
15. Increase Data Utilization (ex. access & BI)
16. Public Facing Services (eFiling, eAccess, eNotification, ODR)
17. Integrate Systems to Improve Productivity and Capability
18. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- |  |   |
|--|---|
| • Deploy New eFiling Case Types            | • Data Analysis/Reporting                     |
| • Deploy LJ Judge Automation               | • eWarrant System                             |
| • Expand Automated Notification Capability | • New Appellate CMS Setup                     |
| • JOLTSaz Dependency & Officer UI          | • CPOR 2 Implementation                       |
| • AJACS - AZTEC Replacement                | • FARE Implementation for Non-Standard Courts |
| • eCertification                           | • Move AJACS Superior Courts to V6.1          |
| • Justice Court eFiling                    | • LJ PSA Automation                           |
| • FARE - Infrastructure Port               | • Conditions of Release Tracking              |
| • Online Dispute Resolution                | • Data Access Portals                         |
| • Mental Health Repository                 | • Digital Evidence                            |

\* Note: Not all projects apply to the limited jurisdiction courts in the state.

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**COURT IT ACCOMPLISHMENTS CY2019**

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This section lists the accomplishments of the court in information technology projects from January 2019 to January 2020.

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**PCCJC ACCOMPLISHMENTS**

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<b>STRATEGIC PROJECT</b> (State or Local)	<b>PROGRAM / PROJECT</b>	<b>DESCRIPTION</b>	<b>LOCAL ACCOMPLISHMENT</b>
State	Central Protection Order Repository	Centralize issuance and tracking of Orders of Protection across the state of Arizona	Complete
State	Enhanced FARE with CAP	Implement new version of FARE that allows for a defendant to reduce their fees	Complete
Local	Workstation Refresh	Upgrade Court workstations to Windows 10 Enterprise	Complete
Local	Workstation Refresh	Upgrade Court workstations Office 2019	Complete
Local	Courtroom Audio Recording	Replace FTR with Liberty for cost, performance, and compatibility improvements	Complete
Local	Small Claims Process Time Evaluation	Pilot court for Small Claims Case Processing time standards evaluation – update automated systems to utilize the revised rules	Complete



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STRATEGIC PROJECT (State or Local)	PROGRAM / PROJECT	DESCRIPTION	LOCAL ACCOMPLISHMENT
Local	AOC Statistics	Order of Protection Statistical Reporting – create new reports to comply with reporting requirements	Complete
Local	Legislation Changes	Implement changes required to comply with HB2169- Restricted Driving Privilege	Complete
Local	Credit Card Processing Cost Recovery	Instituted convenience fees on credit card transactions to cover the fees imposed by the bank	Complete

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**COURT PROJECTS MASTER LIST**

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This section collects all information technology project-related information for all the court during calendar year 2019. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

STATEWIDE PROJECT PARTICIPATION						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns

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OTHER LOCAL INDEPENDENT PROJECTS

<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
<b>Automated Disposition Reporting</b>	Electronically provide case disposition information to law enforcement	FY22	Underway	
<b>Improve Warrant Reporting</b>	Automate electronically sending warrant information to Law Enforcement	FY22	Underway	
<b>Warrant Validation</b>	Electronically obtain warrant reports from DPS to assure data is in sync, expedite validations, and improve overall accuracy of the systems	FY22	Underway	
<b>Enrolling in CAP on PCCJC Website</b>	Add functionality to the online and in-person payment processes to all entry into FARE CAP	FY21	Conceptual	
<b>Civil eFiling, Small Claims</b>	Allow constituents to file Civil Small Claims cases electronically	FY21	Underway	
<b>Civil eFiling, Regular Civil &amp; Eviction</b>	Allow constituents to file Regular Civil and Eviction cases electronically	FY22	Underway	
<b>Upgrade Data Center</b>	Replace 10-year-old server farm with new servers. Upgrade operating systems. Increase reliability by relocating data center.	FY21	Underway	
<b>Disaster Recovery</b>	Convert existing offsite data center to DR Site. New technology will allow both DR and Court Data Center to be in continuous sync.	FY21	Underway	

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OTHER LOCAL INDEPENDENT PROJECTS

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Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Fine Mitigation	Due to the way Agave rolls up the fees into the charge obligations, a separate tool is required to delineate fees and other obligations that may be mitigatable. This tool allows the judicial officer to mitigate without violating statutory minimums.	FY21	Underway	

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**D. 1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION**

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The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

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**STATEWIDE INITIATIVE**

**LJ Judge Automation  
(Limited Jurisdiction Courts Only)**

**Description:**

Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

**Anticipated rollout timeline:** Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Matches LJ AJACS timeframe

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**STATEWIDE INITIATIVE**

**LJ Judge Automation  
(Limited Jurisdiction Courts Only)**

**2. General Importance or Impact to Your Court:**

Not Applicable – PCCJC is not an AJACS court; however, we do provide the bench the opportunity to electronically review and process cases on the bench.

**STATEWIDE INITIATIVE**

**Electronic Filing Case Types Expansion**

**Description:**

Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

**Anticipated rollout timeline:** Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

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**STATEWIDE INITIATIVE**

**Electronic Filing Case Types Expansion**

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

PCCJC has been electronically receiving data from several law enforcement agencies for a number of years. Those cases are automatically created within our CMS.

PCCJC will implement Civil EFiled in 2020

**2. General Importance or Impact to Your Court:**

We believe that this will increase efficiency of the court, increase accuracy, be beneficial to the public and reduce labor associated with creation of these cases.

**STATEWIDE INITIATIVE**

**EXPANDING AUTOMATED NOTIFICATION CAPABILITIES**

**Description:**

The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

**Anticipated rollout timeline:** Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

PCCJC implemented IVR in approximately 2010  
PCCJC implement text message notifications in 2017

## **STATEWIDE INITIATIVE**

### **EXPANDING AUTOMATED NOTIFICATION CAPABILITIES**

#### **2. General Importance or Impact to Your Court:**

PCCJC already utilizes this technology

## **STATEWIDE INITIATIVE**

### **ELECTRONIC DOCUMENT CERTIFICATION**

#### **Description:**

Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered “originals” for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk’s office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk’s staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court’s file server.

**Anticipated rollout timeline:** Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.



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**STATEWIDE INITIATIVE**

**ELECTRONIC DOCUMENT CERTIFICATION**

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Unknown

**2. General Importance or Impact to Your Court:**

Unknown

**STATEWIDE INITIATIVE**

**ELECTRONIC WARRANT SYSTEM**

**Description:**

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process through reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

**Anticipated rollout timeline:** Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

**2. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

JWI: 1-3 years (no current JWI involvement)  
Local initiative is in test.

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**STATEWIDE INITIATIVE**

**ELECTRONIC WARRANT SYSTEM**

**2. General Importance or Impact to Your Court:**

Warrant management is a time consuming process. Any system that better manages the issuance, quashing and validations of warrant would be of benefit to all agencies involved.

**STATEWIDE INITIATIVE**

**DIGITIZING THE PROTECTIVE ORDER PROCESS**

**Description:**

A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

**Anticipated rollout timeline:** Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Immediate

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**STATEWIDE INITIATIVE**

**DIGITIZING THE PROTECTIVE ORDER PROCESS**

**2. General Importance or Impact to Your Court:**

Participating Agency

**STATEWIDE INITIATIVE**

**DATA ANALYSIS/REPORTING**

**Description:**

Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

**Anticipated rollout timeline:** A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

**2. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

N/A

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**STATEWIDE INITIATIVE**

**DATA ANALYSIS/REPORTING**

**2. General Importance or Impact to Your Court:**

Not applicable – PCCJC provides a variety of tools to judicial and administrative staff to monitor cases and trends.

**STATEWIDE INITIATIVE**

**ONLINE DISPUTE RESOLUTION**

**Description:**

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under \$50K.

**Anticipated rollout timeline:**

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

**2. Timeframe in which needed:**

(immediately, next 12 months,  
1-2 years, 3-4 years)

Unknown

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**STATEWIDE INITIATIVE**

**ONLINE DISPUTE RESOLUTION**

**2. General Importance or Impact to Your Court:**

Unknown

**STATEWIDE INITIATIVE**

**LJ PUBLIC SAFETY ASSESSMENT AUTOMATION**

**Description:**

This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

**Anticipated rollout timeline:** Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

**1. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Unknown

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**STATEWIDE INITIATIVE**

**LJ PUBLIC SAFETY ASSESSMENT AUTOMATION**

**2. General Importance or Impact to Your Court:**

Unknown

**STATEWIDE INITIATIVE**

**DIGITAL EVIDENCE REPOSITORY**

**Description:**

Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

**Anticipated rollout timeline:** A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

**2. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Unknown

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**STATEWIDE INITIATIVE**

**DIGITAL EVIDENCE REPOSITORY**

**2. General Importance or Impact to Your Court:**

Unknown

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**D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES**

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This section provides high-level information about the technology spending and resources by court for FY2020.

<b>Court</b>	<b>State Device Cost</b>	<b>Other Technical Cost</b>	<b>Number of:</b>	
			<b>Court FTE Technical Staff</b>	<b>City/County FTE Technical Support Staff</b>
<b>Pima County Consolidated Justice Court</b>	N/A	\$ 624,000	11	0
<b>Other</b>	N/A			



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**APPENDIX A. CURRENT ENVIRONMENT**

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**1. COURT HARDWARE ENVIRONMENT**

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This appendix lists all court-owned hardware deployed, including mainframes, servers, desktops, and other peripherals.

<b>Dept.</b>	<b>PC Operating System</b>	<b>PC Count</b>	<b>Replacement Date / Strategy</b>	<b>Laptop Operating System</b>	<b>Laptop Count</b>	<b>Tablet Operating System</b>	<b>Tablet Count</b>	<b>Thin Client</b>	<b>Replacement Date/ Strategy</b>	<b># of Network/ PC Printers</b>
<b>Pima County Consolidated Justice Court</b>	Windows 10 Enterprise	185	10 Year refresh	Windows 10 Enterprise	30		0	0	10 Year refresh	50

**6. HARDWARE FOR SPECIAL FUNCTIONS**

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**Department**

**Pima County Consolidated Justice Court**

<b>Number of</b>				
<b>Public Access PCs</b>	<b>In Courtroom PCs</b>	<b>In Courtroom Thin Clients</b>	<b>In Chambers PCs</b>	<b>Imaging Workstations</b>
6	28	0	10	10

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**7. LOCAL SERVER HARDWARE AND FUNCTION**

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**Department**

**Pima County Consolidated  
Justice Court**  
(see note on page 34)

Server Hardware Type	Server Count	Operating System	Replacement Date/Strategy
3 Dell R710 Servers	4	VMWare	2020
2 Dell R740 Servers	2	Windows 2008 R2	2020
Dell R320	1	VMWare	2020
Dell R320	1	Windows 2008 R2	2020
Dell 1950	1	Windows 2008 R2	2020

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8. NETWORK ENVIRONMENT

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Department	Number of Devices (PCs & Printers) on Network	Network Software (NOS)	Firewall brand/model	Other Security Provisions
Pima County Consolidated Justice Court	185	Windows Server, 2012 R2	CISCO ASAs	Barracuda Web Filter, County Firewall, Symantec Anti-Virus, Windows Defender

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**9. SOFTWARE ENVIRONMENT**

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This section identifies all the software used in the court by category or function. It includes the state-provided applications (such as AZTEC, TIP, PIMS, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
<b>Adobe Acrobat Adobe Pro DC</b>	Adobe/Local Staff	Pima Consolidated Justice Court	Package	2016	
<b>Agave CMS (includes imaging and financial)</b>	Local Staff	Pima Consolidated Justice Court	Standalone	2014	Updates and enhancements are ongoing
<b>MS SQL Server 2012</b>	Vendor / Local staff	Pima Consolidated Justice Court	Package		2012 will be replaced within 2 years
<b>File Tracking System (barcode based)</b>	Local Staff	Pima Consolidated Justice Court	Standalone	2016	Updates and enhancements are ongoing
<b>FARE Module</b>	Local Staff	Pima Consolidated Justice Court	Package, Bolt-On	2016	Updates and enhancements are ongoing
<b>Liberty Court Recording</b>	Liberty/ExhibitOne	Pima Consolidated Justice Court	Package	2019	Updates are included with the annual maintenance
<b>Integration – Electronic Data Reporting of Citations / Dispositions to MVD</b>	AOC	Pima Consolidated Justice Court	Bolt-On	Rewritten – June 2015	Updates and enhancements are ongoing

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Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
<b>Integration – Electronic Data Sharing with City/County Prosecutor: Web Services via County Network</b>	Local Staff	Pima Consolidated Justice Court	N/A		Updates and enhancements are ongoing
<b>Integration – Electronic Data Sharing with County/City Law Enforcement: SFTP via County Network</b>	Local Staff	Pima Consolidated Justice Court	N/A		Updates and enhancements are ongoing
<b>Interactive Voice Response System</b>	Pima County ITD/CenturyLink Local Staff	Pima Consolidated Justice Court	Package	2010	Participating in countywide IVR project – updates/upgrades included in maintenance
<b>SMS Texting to Constituents</b>	Mitel & Twilio	Pima Consolidated Justice Court	Package	2017	Updates/upgrades included in maintenance
<b>Microsoft Exchange 2013</b>	Microsoft / Local Staff	Pima Consolidated Justice Court	Package	2017	Court owns Exchange 2016 - upgrade will occur in 2020
<b>Microsoft Office 2019</b>	Microsoft / Local Staff	Pima Consolidated Justice Court	Package	2019	
<b>Microsoft Visual Studio 2010</b>	Microsoft / Local Staff	Pima Consolidated Justice Court	Package		Purchase of Visual Studio 2019 slated for 2 <sup>nd</sup> quarter of 2020

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Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
<b>Numera TrackIT --Hardware and Software Inventory</b>	Vendor / Local Staff	Pima Consolidated Justice Court	Package		Under software maintenance
<b>PeopleTrack Human Resources Software</b>	Vendor / Local Staff	Pima Consolidated Justice Court	Package		Under software maintenance
<b>Mitel Communicator Desktop/Phone Integration</b>	Pima County ITD/Mitel	Pima Consolidated Justice Court	Package		Participating in countywide VOIP project
<b>Symantec Antivirus</b>	Symantec/Local staff	Pima Consolidated Justice Court	Package		Under software maintenance
<b>Tax Intercept Program (TIP)</b>	State	Pima Consolidated Justice Court	N/A	Upgraded in 2020	
<b>Conditions of Release</b>	Local staff	Pima Consolidated Justice Court	Bolt-On	2017	Updates and enhancements are ongoing
<b>Justice Court Training</b>	Local staff	Pima Consolidated Justice Court	Standalone	2016	Updates and enhancements are ongoing

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6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category** within plan period. Items in the “containment” category can have no additional use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
<b>Applications &amp; Tools</b>				
<b>User Interface Delivery Method for Public Access</b>	Internet Explorer ≤6	Internet Explorer	IE 11, Chrome, Edge	
<b>User Interface Delivery Method for Business Applications</b>	Character based	Silverlight	GIU/CUI	
<b>Electronic Document Management</b>	Hyland OnBase <14	Hyland OnBase 15	Agave	
<b>Document Imaging</b>	Kofax Card (SCSI)	Kofax Ascent Capture	Agave	
<b>Report Writer for Ad Hoc Reporting</b>	Crystal <10 MS-SSRS ≤2005	Crystal ≤10 MS-SSRS 2008	MS SQL Server 2012 Reporting Services	

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<b>Architecture Layers</b>	<b>Retirement (targeted for de-investment)</b>	<b>Containment (limited to maintenance &amp; current commitments)</b>	<b>Current Court Technology or Product (fill in)</b>	<b>Remediation Plan / Timeline</b>
<b>Report Writer for Business Application Reports</b>	Crystal <10 MS-SSRS ≤2005	Crystal 10 MS-SSRS 2008	MS SQL Server 2012 Reporting Services	
<b>Development Languages</b>	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis), .NET Framework ≤V3.X, Silverlight, Windows Workflow Foundation	ASP.NET; VB.NET; C#.NET; .NET Frameworks 4.X	
<b>Development Environment</b>	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	MS Visual Studio 2010	Repl w/ VS-2019 in 2020
<b>Source Control</b>	Aldon		Microsoft Team Foundation Server	
<b>Code Generation</b>	Alachisoft	Visible Developer		

**Office Productivity Tools**

<b>Word Processing</b>	Word ≤2010	Word 2013	Word 2019	
<b>Spreadsheet</b>	Excel <2010	Excel 2013	Excel 2019	
<b>Presentation</b>	PowerPoint ≤2010	PowerPoint 2013	PowerPoint 2019	



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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
<b>Local Standalone Database</b>	MS-Access ≤2010	Access 2013	None in use at this time	
<b>E-mail Client</b>	Outlook ≤2010 GroupWise (unsupported)	Outlook 2013 GroupWise (supported)	Outlook 2019	
<b>Instant Messaging</b>		MS-Live Communication Server, Lync, Skype for Business 2013	None in use at this time	
<b>Collaboration</b>		Live Communication Server, SharePoint Server ≤2013, Google Apps	None in use at this time	
<b>Distance Learning</b>		Centra	None in use at this time	

**Data Architecture**

<b>DBMS</b>	SQL Server <2012	SQL Server 2012	MS SQL Server 2012	Upgrade within 2 years
<b>Data Warehouse DBMS</b>	SQL Server <2012	Informix XPS, SQL Server 2012		
<b>Data Exchange Model</b>		Fixed format, XML homegrown	Fixed format, XML	
<b>e-Mail Encryption</b>		S/MIME		

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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
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**Networks and Platforms**

<b>Client Operating System</b>	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Win 10 Enterprise	
<b>Server &amp; Network Operating Systems</b>	OS/400, Windows ≤2008 R2	Windows Server 2012	Windows Server 2008 R2* & 2012	Servers will be upgraded to latest O/S beginning in 2020 – part of overall infrastructure upgrade project (see page 34 note)
<b>Mobile Operating Systems</b>	BlackBerry O/S		None in use at this time	

**Shared Services**

<b>Component Service Layer</b>		Services (previous version), DCOM, ASP (classic), Remoting	ASP; ASP.NET; Web Services	
<b>Remote Access Through Internet by employees or contractors</b>	ipsec/AnyConnect		ASA AnyConnect	2021
<b>Remote Access Through Internet by vendors or trusted partners</b>	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	Team Viewer for digital signage and queuing system	

**Message Transport Middleware**

<b>Message Transport</b>	MQ ≤V7.1	MQ V7.5/V8.0	MQ v6	2020 – Currently testing MQ v9
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Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan / Timeline
<b>Data Transformation</b>	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	SSIS	
<b>Data Routing/Publish and Subscribe</b>	MQSI	Cloverleaf, WMB V8.0, BizTalk	None	
<b>File Transfer, Transactional and Scheduled Production (Mission Critical)</b>	FTP (intercourt and using public Internet), MQ ≤7.1	SFTP (intracourt only), MQ V7.5/V8.0	SFTP/FTP; MQ v6	SFTP DSO to AOC – Jan 20  SFTP MVD – AOC to advise timeframe  2020 – Currently testing MQ v9
<b>File Transfer, Production Non-Transactional and Ad Hoc (Not Mission Critical and Not Sensitive)</b>	MQ ≤7.1, FTP	MQ V7.5/V8.0	SFTP/FTP	SFTP FARE to AOC – Jan 20

\* NOTE: Retirement date for Windows 7 was known and planned for; however, the inclusion of Server 2008 R2 in that announcement was missed. Since Jan 2020, approximately 67% of the 2008 servers have been upgraded to 2012. The remainder is slated for upgrades as maintenance windows permit. Completion of the upgrade to 2012 is slated for end of 2<sup>nd</sup> quarter 2020. After upgrade of the infrastructure, the servers will be upgraded again to current O/S. The two-step process is necessitated by the vendor's upgrade path and expediency.

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**A. STATE-LEVEL STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES**

The chief justice has identified strategic business goals, initiatives, and pressures that relate to the limited jurisdiction courts as follow:

STRATEGIC AGENDAS
Promoting Access to Justice
Protecting Children, Families, and Communities
Promoting Judicial Branch Excellence and Innovation
Enhancing Professionalism Within Arizona's Courts
Promoting Public Trust and Confidence

**B. LOCAL COURT AND CITY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING TECHNOLOGY INITIATIVES OR PROJECTS**

The courts and their associated local funding entities have identified strategic business goals, initiatives, and pressures, some of which respond to county agendas and initiatives. Court technology has responded to those initiatives, where applicable, as shown.

COURT/LOCAL GOV'T NAME	STRATEGIC AGENDA	TECHNOLOGY RESPONSE
Ajo Justice Court	Improving Communications and Community Participation	Implement document imaging (Continuing from 19/21)

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<b>COURT/LOCAL GOV'T NAME</b>	<b>STRATEGIC AGENDA</b>	<b>TECHNOLOGY RESPONSE</b>
Ajo Justice Court	Promoting Access to Justice	Implement Smart Board in courtroom. (Continuing from 19/21)
Ajo Justice Court	Improving Court Processes	Adobe Acrobat Pro (Continuing from 19/21)
Green Valley	Promote access to Justice	Implement document imaging
Green Valley	Promote access to Justice	Electronic Court Calendar
Green Valley	Promote access to Justice	Video Court for Civil Traffic Hearings
Green Valley	Other local business item	Security Camera Upgrade and Network with AOC computers
Green Valley	Improve communications and community participation	Coordinate an Emergency Action Plan Alternative for Conducting Court Business
Marana Municipal Court	Promoting Judicial Branch Excellence and Innovation	Ongoing Website Enhancement and inclusion of seamless docs
Marana Municipal Court	Promoting Judicial Branch Excellence and Innovation	Explore Obtaining Access to Drug Court Information Management System
Marana Municipal Court	Promoting Access to Justice	Install PC in Court Lobby for AZPoint users
Marana Municipal Court	Promoting Public Trust and Confidence	Explore Obtaining Access to MVRRS Database
Oro Valley Magistrate Court	Promote Access to Justice	Jury Forms
Oro Valley Magistrate Court	Promote Access to Justice	Spanish Language Forms
Oro Valley Magistrate Court	Improve Court Processes	Backup Courtroom Recording equipment
Oro Valley Magistrate Court	Improve Court Processes	Bench Automation
Oro Valley Magistrate Court	Improve Court Processes	Document Scanning/Imaging
Oro Valley Magistrate Court	Promote Access to Justice	Install Assisted Listening Devices and Link into Courtroom Audio
Oro Valley Magistrate Court	Improve Court Processes	Forms Improvement
Oro Valley Magistrate Court	Improving Communication/Improving Court Processes	Implement Case File Tracking

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<b>COURT/LOCAL GOV'T NAME</b>	<b>STRATEGIC AGENDA</b>	<b>TECHNOLOGY RESPONSE</b>
Sahuarita Municipal Court	Promoting Access to Justice	Automated Notification health Services
Sahuarita Municipal Court	Improving Court Processes	Records Management
Sahuarita Municipal Court	Improving Communication and Cooperation	Automate Phone Services for Incoming Calls
Sahuarita Municipal Court	Improving Communication and Cooperation	Wi-Fi Connectivity
Sahuarita Municipal Court	Improving Communication and Cooperation	Intercom Communications
<i>South Tucson City Court</i>	Improve communications and cooperation	Courtroom Touchpad for e-Signature and Fingerprint
<i>South Tucson City Court</i>	Promote Access to Justice	Implement e-Citations
<i>South Tucson City Court</i>	<i>Promote Access to Justice</i>	<i>Continue to Provide Web Page Enhancement</i>
<i>South Tucson City Court</i>	<i>Improve Court Processes</i>	Increase Public Accessibility to MVD Functions
<i>South Tucson City Court</i>	Improve communications and cooperation	Front End and Current Active Case File Scanning
<i>South Tucson City Court</i>	<i>Promote Access to Justice</i>	Increase Public Accessibility to AZPoint
<i>South Tucson City Court</i>	<i>Promote Access to Justice</i>	Technology and Equipment to Hold Video Court

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## **C. STATEWIDE INFORMATION TECHNOLOGY STRATEGIC PROJECTS**

For reference, the statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- |   |   |
|---|---|
| • Deploy New eFiling Case Types             | • Data Analysis/Reporting                     |
| • Deploy LJ Judge Automation                | • eWarrant System                             |
| • Expand Automated Notifi-cation Capability | • New Appellate CMS Setup                     |
| • JOLTSaz Dependency & Officer UI           | • CPOR 2 Implementation                       |
| • AJACS - AZTEC Replacement                 | • FARE Implementation for Non-Standard Courts |
| • eCertification                            | • Move AJACS Superior Courts to V6.1          |
| • Justice Court eFiling                     | • LJ PSA Automation                           |
| • FARE - Infrastructure Port                | • Conditions of Release Tracking              |
| • Online Dispute Resolution                 | • Data Access Portals                         |
| • Mental Health Repository                  | • Digital Evidence                            |

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\* Note: Not all projects apply to the limited jurisdiction courts in the state.

## **D. COURT TECHNOLOGY PROJECTS MASTER LISTING**

This section lists the accomplishments of the court in information technology projects from January 2018 to January 2020.

<b>STRATEGIC PROJECT NAME (State or Local)</b>	<b>PROGRAM NAME/ PROJECT NAME</b>	<b>DESCRIPTION</b>	<b>LOCAL ACCOMPLISHMENT</b>
Court Security (Ajo and Sahuarita)	Duress alarms	Add duress alarms in courthouse	Installed alarms at front window and courtroom with vendor monitoring
Video Court (Green Valley)	Video Court for Civil Traffic Trials	Deputies appear for civil traffic hearings via video	Completed 05/03/18
Security Cameras (Green Valley)	Partial Security Camera Upgrade	More cameras and views of the exterior of court building added	Completed 08/2019
Improve Court Processes (Marana)	Electronic Jury Interaction	Electronic <i>voir dire</i> and jury instruction display	Completed 2018
Improve Court Processes (Marana)	Forms Improvement Project	Implement new and improve existing fillable forms for courtroom and clerk use	Ongoing



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<b>STRATEGIC PROJECT NAME (State or Local)</b>	<b>PROGRAM NAME/ PROJECT NAME</b>	<b>DESCRIPTION</b>	<b>LOCAL ACCOMPLISHMENT</b>
Promote Access to Justice (Marana)	Website Enhancements	Enhance and improve court website to provide public with additional resources for interacting with the justice system	Ongoing
Promote Access to Justice (Marana)	Saturday Warrant Court	Participate with other local jurisdictions in Saturday warrant resolution court, reducing outstanding warrants and bringing defendants into compliance	Ongoing
Improve Court Security and Disaster Recovery (Marana)	Security Enhancement	Secure access doors to non-public areas of the court based on security audit checklist	Completed 2019
Assisted Listening Devices (Oro Valley)	Assisted Listening Devices	Installed Assisted Listening devices in courtroom allowing all visitors access to justice	06/2019
Bench Enhancements (Oro Valley)	Bench Enhancements	Courtroom remodel added capability for AOC computer on bench	03/2019
Jury Box Enhancements (Oro Valley)	Jury Box Enhancements	Courtroom remodel added capability for juror monitors	03/2019

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STRATEGIC PROJECT NAME (State or Local)	PROGRAM NAME/ PROJECT NAME	DESCRIPTION	LOCAL ACCOMPLISHMENT
Smart Board (Oro Valley)	Smart Board	Replaced 12-year-old smart board to more modern technology in courtroom	03/2019
Jury Deliberation Room Enhancements (Oro Valley)	Jury Deliberation Room Enhancements	Replaced monitors in two jury rooms to assist hearing/visually impaired in watching jury service DVD	11/2018
Courthouse Security Oro Valley)	Courthouse Security	Upgraded and added additional panic buttons in courtroom/counter area	04/2018

**DETAILED PROJECTS MASTER LISTING**

This section collects all information technology project-related information for the court during the plan period, Fiscal Year 2021-23 (really January 2019 to July 2023). Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

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**Major Statewide Initiatives and Planning/Impact Information**

The tables below provide Commission on Technology with visibility into the demand for the new technology initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

STATEWIDE PROJECT PARTICIPATION						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Participating Court(s)
Implement Document Imaging	Access digitally stored documents through the new CMS at desktops	Access to Electronic Documents	Mid-cycle adopters	FY23	Conceptual	Ajo
Implement Document Imaging	Provide scanners at each workstation to digitize all court records	Access to Electronic Documents	Mid-cycle adopters	FY21	Planned	Green Valley

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STATEWIDE PROJECT PARTICIPATION						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Participating Court(s)
<b>Coordinate Action Plan Alternative for Conducting Court Business</b>	Coordinate with Sahuarita Municipal Court an alternative location to hold court in case of an emergency situation	Disaster Recovery	Mid-cycle adopters	FY21	Planned	Green Valley
<b>AZPOINT Public Access</b>	Add secured access doors to non-public areas of the court based on security audit checklist	Protective Order Re-engineering	Early adopters	FY21	Planned	Marana
<b>Day-Forward Scanning</b>	Investigate and if feasible, transition from back-end scanning in the statewide disconnected	Access to Electronic Documents	One of the last	FY23	Conceptual	Oro Valley

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STATEWIDE PROJECT PARTICIPATION						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Participating Court(s)
	scanning program to front-end scanning utilizing AJACS					
<b>Records Management: Case File Scanning</b>	Implement the use of scanners at each workstation and up-to-date technology and software	Access to Electronic Documents	One of the last	FY23	Planned	South Tucson

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OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Ajo				
Smartboard in Courtroom	Use smartboard in trials	FY23	Conceptual	
Adobe Acrobat Pro	Enhance electronic court forms for staff and customer use	FY23	Planned	
Green Valley				
Electronic Court Calendar	Display court calendar on website	FY22	Planned	
Security Camera Upgrade & Network with AOC Computers	Upgrading security cameras and monitors. Networking cameras to view them on the AOC computer	FY22	Underway	
Marana				
Website Enhancement	Enhance court website to provide the public with additional resources	FY21	Underway	

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OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	for interacting with the justice system			
<b>DIMS Access</b>	Explore obtaining access to Drug Court Information Mgmt System	FY22	Conceptual	
<b>MVRRS Access</b>	Explore obtaining access to MVRRS database	FY21	Planned	
Oro Valley				
<b>Backup Courtroom Recording Equipment</b>	Install additional courtroom recording equipment for backup recording capabilities/continuity of operations	FY21	Conceptual	
<b>Spanish Language Forms</b>	Make additional forms in Spanish available online	FY20	Planned	
<b>Bench Automation</b>	Install computer and other automation devices on courtroom bench (Bench Automation using AJACS)	FY23	Conceptual	

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OTHER LOCAL INDEPENDENT PROJECTS				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Jury Forms	Increase level of service to constituents by making jury forms/ questionnaire available online	FY20	Conceptual	
AJACS Forms	Transition from forms on flash drives to AJACS built in forms (Bench Automation using AJACS)	FY23	Conceptual	
Case File Tracking	Implement Case File tracking within AJACS	FY23	Conceptual	
Sahuarita				
Automated Notification Health Services	Local police department and outside agencies to provide automated notification to the court when a need for health services is detected	FY22	Conceptual	
Records Management	Implement use of scanners at each workstation. Digitize records.	FY22	Conceptual	



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<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
<b>Automate Phone Services for Incoming Calls</b>	Work with the town's IT department to provide the court automated phone service for incoming calls	FY22	Conceptual	
<b>Wi-Fi Connectivity</b>	Ability for Town Prosecutor and other court litigants to utilize Wi-Fi when presenting evidence or other court documents	FY22	Conceptual	
<b>Intercom Communications</b>	Ability to notify staff from anywhere in the courthouse should there be an emergency	FY22	Conceptual	
<b>South Tucson Municipal</b>				
<b>Courtroom Fingerprint Touchpad &amp; e-Signature</b>	Fast & efficient minute entries/ judge orders to reduce errors and time. Provide defendant e-signature	FY23	Planned	

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<b>OTHER LOCAL INDEPENDENT PROJECTS</b>				
<b>Strategic Project Name / Phase</b>	<b>Brief Project Description</b>	<b>Planned Completion Date</b>	<b>Current Project Lifecycle Phase</b>	<b>Project Risks, Issues, Concerns</b>
<b>e-Citations</b>	Receive e-Citations from outside agencies	FY23	Conceptual	
<b>Web Page Enhancement</b>	Redesign webpage to include more information on court procedures, links, reports, and forms. Include printable forms in English and Spanish	FY23	Planned	
<b>Increase Public Accessibility to MVD Functions</b>	Implement easy access to MVD information and applications	FY23	Conceptual	
<b>Video Court</b>	Implement the use of remote access to jail using video	FY23	Conceptual	
<b>Increase Public Accessibility to AZPOINT</b>	Use of technology to take pleas/payments in lobby	FY23	Conceptual	

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<b>STATEWIDE INITIATIVE</b>	
<b>LJ Judge Automation (Limited Jurisdiction Courts Only)</b>	
<p><b>Description:</b></p> <p>Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.</p> <p>The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.</p> <p><b>Anticipated rollout timeline:</b> Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.</p>	
<b>2. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)	Matches LJ AJACS adoption timeframe

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**STATEWIDE INITIATIVE**

**LJ Judge Automation  
(Limited Jurisdiction Courts Only)**

**2. General Importance or Impact to Your Court:**

Ajo: High Impact because would help with court automation and with becoming a paperless court.

Green Valley: May have difficulty using while in court, while in session.

Marana: Due to the slowness of the system, the judge is not able to work in AJACS from the bench or use the automated forms in criminal cases.

Oro Valley: AJACS is slow and we are unable to implement case worksheet until the speed of AJACS improves.

Sahuarita: Will reduce paper and time, as well as staff becoming more efficient while entering Judge's orders into the CMS, AJACS.

South Tucson: Court has not been able to utilize case worksheet for bench automation due to the slow system. Process to enter information has not streamlined the court process and in fact has decreased productivity.

**ATTACHMENT 2**  
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STATEWIDE INITIATIVE	
Electronic Filing Case Types Expansion	
<p><b>Description:</b></p> <p>Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the clerk's filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.</p> <p>Delivering case information online removes the need for clerks to manually enter case data and scan case documents into CMSs, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.</p> <p>As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.</p> <p><b>Anticipated rollout timeline:</b> Varies by level of court and case type. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.</p>	
<p><b>2. Timeframe in which needed:</b>  (immediately, next 12 months,  1-2 years, 3-4 years)</p>	<p>Green Valley: 1-2 years</p>

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**STATEWIDE INITIATIVE**

**Electronic Filing Case Types Expansion**

**2. General Importance or Impact to Your Court:**

Ajo: High Impact because would help with court automation and with becoming a paperless court.

Green Valley: The court would like to implement a self- help work station in the lobby before moving on to more electronic filing options.

Oro Valley: e-Filing would make minimal impact on case processing unless it could be rolled out with front end scanning for documents received in paper format. As of now, scanners for front end scanning are cost-prohibitive for small court like Oro Valley, and AJACS would need significant improvements in speed before e-Filing would be used since it ties into bench automation.

South Tucson: Will improve processing/issuance/service of Protective Orders.

**ATTACHMENT 2**  
**ACAP LJ Courts in Pima County**  
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**STATEWIDE INITIATIVE**

**EXPANDING AUTOMATED NOTIFICATION CAPABILITIES**

**Description:**

The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

**Anticipated rollout timeline:** Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

**2. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Green Valley: Immediately

**2. General Importance or Impact to Your Court:**

Ajo: High Impact because would help with court automation.

Green Valley: Defendants refer to text message received. High volume of Spanish speaking defendants.

Marana: Automated notifications are currently implemented but often deliver incorrect payment information because of AJACS programming issues concerning the court's probation monitoring fee.

Oro Valley: We already have this feature included in AJACS.

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**STATEWIDE INITIATIVE**

**ELECTRONIC DOCUMENT CERTIFICATION**

**Description:**

Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered “originals” for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk’s office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk’s staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court’s file server.

**Anticipated rollout timeline:** Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

**2. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Green Valley: 1-2 years



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**STATEWIDE INITIATIVE**

**ELECTRONIC DOCUMENT CERTIFICATION**

**2. General Importance or Impact to Your Court:**

Ajo: High Impact because would help with court automation and with becoming a paperless court.

Oro Valley: Minimal importance however will be more important if statewide front-end scanning/e-filing is enabled.

**STATEWIDE INITIATIVE**

**ELECTRONIC WARRANT SYSTEM**

**Description:**

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process through reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

**Anticipated rollout timeline:** Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

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<b>STATEWIDE INITIATIVE</b>	
<b>ELECTRONIC WARRANT SYSTEM</b>	
<b>3. Timeframe in which needed:</b> (immediately, next 12 months, 1-2 years, 3-4 years)	Green Valley: 1-2 years
<b>2. General Importance or Impact to Your Court:</b>  <u>Ajo:</u> High Impact because would help with court automation and with becoming a paperless court.  <u>Green Valley:</u> Positive impact in that court will use less paper and less room for clerical errors.  <u>Oro Valley:</u> Important. Anticipated that eWarrant would be a time saver and a process improvement over current process.  <u>South Tucson:</u> Will greatly improve case management flow and issuance/service/notification of warrants.	

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**STATEWIDE INITIATIVE**

**DIGITIZING THE PROTECTIVE ORDER PROCESS**

**Description:**

A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

**Anticipated rollout timeline:** Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

**2. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Immediately

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**STATEWIDE INITIATIVE**

**DIGITIZING THE PROTECTIVE ORDER PROCESS**

**2. General Importance or Impact to Your Court:**

Ajo: High Impact because would help with court automation and with becoming a paperless court.

Green Valley: Greatly important due to Legislative requirements.

Oro Valley: Important. Makes for unified area for storage of protective orders and standardizes the process statewide.

Sahuarita: Will cut down on paper and knowledge of where the PO is or whether it's been served or not. It will cut down on return of service time. The court will have knowledge of the service right away versus when the service agency can get it to us. Impact - Staff will need to be diligent on checking the AZPOINT module to check on service or if an order has been submitted.

South Tucson: Implementation will improve processing/issuance/service of Protective Orders.

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**STATEWIDE INITIATIVE**

**DATA ANALYSIS/REPORTING**

**Description:**

Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

**Anticipated rollout timeline:** A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

**3. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Green Valley: 1-2 years

**2. General Importance or Impact to Your Court:**

Green Valley: Will help for court to have up to date accurate information.

Oro Valley: Important. Would make oversight of caseloads and time standards more easily identifiable.

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**STATEWIDE INITIATIVE**

**ONLINE DISPUTE RESOLUTION**

**Description:**

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC continues conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is piloting an online platform to settle credit card debt cases under \$50K.

**Anticipated rollout timeline:**

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

**3. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Green Valley: 3-4 years

**2. General Importance or Impact to Your Court:**

Oro Valley: Low importance and of minimal impact.

South Tucson: As a whole this is not applicable to our court, however online acceptance of pleas could possibly benefit the court.

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**STATEWIDE INITIATIVE**

**LJ PUBLIC SAFETY ASSESSMENT AUTOMATION**

**Description:**

This multi-phase project involves developing a fully automated process for answering the nine questions in the Public Safety Assessment (PSA) report which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The goal is to reduce the time it takes to complete a PSA allowing for the PSA to be used in additional limited jurisdiction courts which may not have pretrial services available to conduct the assessment. Phase One completed with pretrial staff still needing to verify certain answers or locate information to complete any unanswered questions to allow for all 9 PSA questions to be answered.

Pragmatica has been contracted to complete the next phase of the project that focuses on automatically triggering a request to conduct a PSA at the time a person is fingerprinted during the arrest/booking process and identifying the additional source information in court records or other criminal history information necessary to complete all 9 PSA questions in an automated fashion. Justice Web Interface (JWI) will continue to be the tool used for automated PSA reporting.

Some challenges that still must be addressed include the fact that not all court records are currently included in the AOC's public access database, out-of-state criminal records are not yet automatically evaluated, and failure to appear data is not always reported consistently in public access records.

**Anticipated rollout timeline:** Phase Two is just getting underway; no detailed tasks or timeline have been published yet for providing the PSA to limited jurisdiction courts.

**2. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Green Valley: 3-4 years

**2. General Importance or Impact to Your Court:**

Oro Valley: Moderate importance and impact.

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**STATEWIDE INITIATIVE**

**DIGITAL EVIDENCE REPOSITORY**

**Description:**

Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

**Anticipated rollout timeline:** A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

**3. Timeframe in which needed:**  
(immediately, next 12 months,  
1-2 years, 3-4 years)

Green Valley: 3-4 years

**2. General Importance or Impact to Your Court:**

Oro Valley: Moderate importance and impact.



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**E. LOCAL INFORMATION TECHNOLOGY RESOURCES**

LOCAL TECHNOLOGY RESOURCES				
			Number of:	
Court Name	State Device Cost	Other Technical Cost	Court FTE Technical Staff	City or County FTE Technical Support Staff
Ajo Justice Court	\$11,960	0	0	0
Green Valley Justice Court	\$12,000.00	0	0	0
Marana Municipal Court	\$17,445.00		0	.1
Oro Valley Magistrate Court	\$12,750.00	\$3,000.00	0	.05
Sahuarita Municipal Court	\$14,250			
South Tucson City Court	\$6,000			1

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## **F. Court Hardware Environment**

### **F.1 Court Hardware for Special Functions**

<b>Court Name</b>	<b>Number of:</b>				
	<b>Public Access PCs</b>	<b>In Courtroom PCs</b>	<b>In Chambers PCs</b>	<b>Dedicated Imaging/ Scanning Workstations</b>	<b>Dedicated Training + COOP PCs</b>
<b>Ajo Justice Court</b>	0	2	1	0	0
<b>Green Valley Justice Court</b>	0	2	1	1	0
<b>Marana</b>	0	0	1	0	7
<b>Oro Valley</b>	0	1	1	1	0
<b>Sahuarita Municipal Court</b>	0	3	2	1	0
<b>South Tucson</b>	0	0	0	0	0

### **F.2 Court Servers by Operating System**

<b>Local Server Information</b>					
<b>Court/Dept.</b>	<b># Brand / Model</b>	<b>Operating System</b>	<b>Database</b>	<b>Managed by</b>	<b>Use/Applications</b>
Oro Valley	VMware Virtual Server	Windows Server 2012 R2		Anthony Garcia	Jury Software (JSI)

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Local Server Information					
Court/Dept.	# Brand / Model	Operating System	Database	Managed by	Use/Applications
Oro Valley	Netapp FAS2240-2	Netapp ONTAP 8.1.4P1 7-Mode		Anthony Garcia	Court Recordings

## G. COURT NETWORK ENVIRONMENT

Court network is the Arizona Judicial Information Network (AJIN), maintained by the AOC, and all court computer equipment is attached to it.

## H. COURT/CITY APPLICATIONS INFORMATION

This section collects all justice or municipal court information technology applications-related information by functional categories (case/financial management, document management, data integration/warehouse, web development, audio/video records, jury management, public service/public access) including court name, application function, name of the software or system, whether homegrown or vendor name, whether proprietary or what standards used, current age, remaining life anticipated, and planned replacement strategy. Emphasis is on the age of each current system and the plan for its replacement.

Local Applications					
Application Name	Description of Application	Developed/ Supported by	Vendor Package, Bolt-On, Standalone	Implementation Date	Replacement Date/Strategy
AJACS application software for the Arizona Court Automation Project (ACAP)	AJACS docket and case management that tracks all events and provides daily calendars	AOC	Vendor / AOC	2015-2020	
Case File Labels	Custom labels for case files	TabQuik	Package		Oro Valley

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Local Applications					
Application Name	Description of Application	Developed/ Supported by	Vendor Package, Bolt-On, Standalone	Implementation Date	Replacement Date/Strategy
Forms Generation/ Processing	Form template saved on a flash drive for use in courtroom (Minute Entries)				Oro Valley
ADRS	Electronic data reporting of case dispositions	AOC	N/A	2008	
ATLAS	AZ DES Child Support	DES	N/A		
Statistical Reports (CASPER)	A statewide statistical reporting application.	AOC	N/A		
CourTools					
Other court performance / metrics tracking tool					
Crystal Reports / Enterprise	Ad Hoc Reporting	Seagate	Package		
MS- SSRS	Ad Hoc Reporting	Microsoft / AOC	Package		
Other report writing tool	A report-writing tool for user ad hoc reports from various applications.				

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Local Applications					
Application Name	Description of Application	Developed/ Supported by	Vendor Package, Bolt-On, Standalone	Implementation Date	Replacement Date/Strategy
Tax Intercept Program (TIP)	A state standard system for reporting and collecting delinquent debt via Department of Revenue and AZ Lottery	AOC	N/A	Early 2000's	.
Server operating system		Local staff			
Electronic storage (SAN, NAS, etc)		Local staff			
Data backup / recovery system	Used for disaster recovery and business continuity				
Problem and change management					
Software configuration management					
Hardware and software inventory					
Procurement / Materials Mgmt					

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Application Name	Description of Application	Developed/ Supported by	Vendor Package, Bolt-On, Standalone	Implementation Date	Replacement Date/Strategy
Adobe Acrobat Reader	A free product from Adobe Acrobat for reading documents in pdf format.	Adobe / AOC	Package		Supplied by AOC
Adobe Acrobat Professional	A purchased product that enables construction and editing of pdf files	Adobe Local PC	Package		
Project management / tracking					
Videoconferencing Software	Remote appearance in courtroom				
Terminal Server	Remote access to applications				
Timekeeping	Munis	Local PC	Package		Oro Valley Muni
Human Resources	Munis	Local PC	Package		Oro Valley Muni
Timekeeping					
Human Resources					
Sophos	State std anti-virus / anti-malware	AOC / Sophos	Package		Supplied by AOC

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Other Virus prevention	Virus detection software to protect local PCs/servers	Local PC and Various Servers	Package		
Fines, Fees and Restitution Enforcement Module for FARE participation	Package of programs for automated transfer of case data to a collections vendor for noticing and collections efforts. It also includes web payment and an IVR interface.	AOC and vendor, Conduent	Vendor Pkg	2003	
Other collections tracking					
Pre-adjudication payment/ online pmt processing / non-integrated web payments	Non-integrated web payments	nCourt		2016	
Digital Audio for Courtroom recording	Digital audio recording software	Liberty Court/JCG Technologies	Vendor Pkg	2007	
Video for courtroom recording					
Document Scanning and Imaging	OnBase 17 w/ AJACS	AOC	Vendor Pkg		except Ajo

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CapturePerfect	Scan S/W	Canon	Vendor Pkg		
PaperStream Capture	Scan S/W	Fujitsu	Vendor Pkg		
Electronic Document Management System	OnBase 17 w/ AJACS	AOC	Vendor Pkg		except Ajo
Integration-electronic data sharing with county/city law enforcement	e-Citation	APS SmartPrint & DPS Citation Explorer	Bolt on	2/2014 (APS) 11/2011 (DPS)	Marana Muni
Integration-electronic data sharing with county/city law enforcement					
Integration-electronic data sharing with city/county prosecutor					
Integration-electronic data reporting of dispositions to DPS	An electronic transaction to DPS with court dispositions.	AOC developed and supported.	AJACS		
Integration-electronic data reporting of citations/dispositions to MVD.	An electronic transaction to MVD for traffic citations.	AOC developed and supported	AJACS		



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Integration-electronic data sharing/reporting of _____ to _____.					
Jury management system		Jury+	Package		
Data warehouse					
Public access					
Bulk data by subscription					
Court Website	Provides general information for participating court as well as other special features	Town of Marana	Standalone		
Court Website	Provides general information for participating court as well as other special features	Local	Standalone		
Interactive Voice Response System	Provides callers access to court information over the telephone				